

# **Data Processing Manager's Academy V**



## **Resource Book**

**January 1994**



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## *About this Book.....*

The Data Processing Manager's Academy V is proud to present the Data Processing Manager's Academy V Resource Book.

We created this book as part of our class project because networking is one of the primary goals of the Academy. We envisioned this book would help all Academy members, past as well as future, maintain the relationships that we found so helpful, and would like to continue to develop.

DPMA V members expect the value of this book to be twofold. First, DPMA alumni and other Information Technology professionals can use the information to take advantage of the many skills offered by Academy graduates. Second, as a historical and a live document for the DPMA, future academy members can add their profiles and make updates when necessary.

The book starts with a listing of the Academy mentors. After that, the Academy classes, I through V, follow with graduates appearing in alphabetical order. Class sponsors follow each Academy. The SEEP staff appear after the Academy graduates. The graduates' skills index completes the book. Arranged by skill type, the index references the Academy graduates and their skills. Remember, these people have volunteered to act as a resource in these areas, and we encourage you to take advantage of their many talents. We have assembled quite a remarkable group of people. Also, as we encourage further classes to add to this book, we bound it to facilitate augmentation.

The Academy V members enjoyed and benefited from our Academy experience, and we thank the class sponsors and mentors who have shepherded us. Much appreciation and affection goes to our mentors Russ Bohart, Ralph Shoemaker, and Don Leachman, our sponsors, Elaine Vann, Linda Roth, and Steve Howe, and our helpful-beyond-the-call SEEP staff, Susie Ambrosini, Valerie Bothun, and Karen Jackson.

Enjoy, and use!

*The Data Processing Managers Academy V*

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# Data Processing Manager's Academy

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P. K. AGARWAL  
CHIEF  
OFFICE OF INFORMATION SERVICES  
DEPARTMENT OF GENERAL SERVICES  
Academy I

RUSSELL BOHART  
DIRECTOR  
HEALTH AND WELFARE AGENCY DATA CENTER  
Academies I, II, III, IV, V



JOANNE ICHIMURA-HOFFMANN  
DIRECTOR  
kNOWLEDGE BASED RESOURCES I (NBR I)  
(private company)  
Academies III, IV

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JAMES L. MAGERS      Academy IV  
DIRECTOR  
HAWKINS DATA CENTER  
DEPARTMENT OF JUSTICE



DON LEACHMAN      Academies II, III, V  
ASSISTANT DIRECTOR  
INFORMATION PROCESSING SERVICES DIVISION  
TEALE DATA CENTER

RALPH SHOEMAKER      Academies I, V  
ASSISTANT EXECUTIVE OFFICER  
INFORMATION SYSTEMS DIVISION  
FRANCHISE TAX BOARD





# Data Processing Manager's Academy I

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*"His phone is busy, his fax is busy,  
and his modem is busy. I'll just  
walk over and talk to him."*





**Name:** Bill Bankes  
**Civil Service Classification:** Data Processing Manager II  
**Job Title:** Administration Manager  
**Department:** Board of Equalization  
**Address:** 450 N Street, MIC 26, Sacramento, CA 95814  
**PROFS ID:** TS1A (QIMG003)  
**Phone Number:** (916) 327-1773

**Years of State Service:** 32

**Years in Data Processing:** 32

**Expertise:** Project Management, Administration Support, Management, and Procurements.

**Valuable Training:** The Granlibakken workshop and Project Management courses were valuable. I enjoyed the group dynamics.

**Enjoyed Most:** I enjoyed most of the regular exposure to a learning environment and exposure to new ideas.

**Experience regarding DPMA:** The DPMA reactivated my interest and reacquainted me with the concept of actively participating in addressing issues and problems involving the information technology community. It reenergized me.



**Name:** Tom Bourland  
**Civil Service Classification:** Data Processing Manager II  
**Job Title:** Manager of Telecommunications Planning  
**Department:** Department of Motor Vehicles  
**Address:** 2415 First Ave., Sacramento 95818  
**PROFS ID:** TS1A(MWTAB)  
**Phone Number:** 657-9005

**Years of State Service:** 29

**Years in Data Processing:** 29

**Expertise:** Telecommunications, Local Area Network hardware, Data Communications hardware

**Valuable Training:** Off-site session. The class on presentations also valuable. Both sessions helped raise comfort level in giving presentations.

**Enjoyed Most:** Graduation. Also, meeting all the people and learning many faced the same problems.

**Experience regarding DPMA:** The Academy gave me more polish and more credentials. Received a lot, enjoyed the exposure to other situations, people and other ways of thinking. The Academy should be required in order to become a DPM III & DPM IV.





# Data Processing Manager's Academy I

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**Name:** Ronald Brauer  
**Civil Service Classification:** Senior Programmer Analyst, Supervisor  
**Job Title:** Manager, Customer Services and Technical Support  
**Department:** Forestry & Fire Protection  
**Address:** 1021 O Street, Room 205, Sacramento 95814  
**PROFS ID:** CDF(RBRAUER)  
**Phone Number:** 324-3383  
**FAX #:** 324-3374

**Years of State Service:** 19

**Years in Data Processing:** 19

**Expertise:** Telecommunications, LAN, Project Management, Technical Support, Administration Support, Management, Computer Operations, Application Maintenance, Hardware/Software Installation & Testing,

Programming.

**Valuable Training:** Class on Strategic Planning

**Enjoyed Most:** The contacts made with other class participants.

**Experience regarding DPMA:** Great experience and believe it should be required training for all DP Managers.



**Name:** Bob Brewer  
**Civil Service Classification:** Data Processing Manager III  
**Job Title:** Chief, Applied Technology Section  
**Department:** Employment Development Department  
**Address:** 800 Capitol Mall, Room 5099  
**PROFS ID:** HW1(BBREWER)  
**Phone Number:** 654-9233  
**FAX #:** 654-9000

**Years of State Service:** 20

**Years in Data Processing:** 6.5

**Expertise:** Project Management, Administration Support, Management, Supervision

**Valuable Training:** Off-site session - team presentation.

**Enjoyed Most:** Amy Ackerman's class on presentations.

**Experience regarding DPMA:** Good overall. Provided large picture of what is going on. Enhanced sense of how to attack problems in different ways.

**Personal Quote-Academy related:** Exposure through the Academy allows you to overcome your paradigms.

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**Name:** Ed Burgess  
**Civil Service Classification:** Staff Services Manager II  
**Job Title:** Manager, Information Management Systems Branch  
**Department:** Department of Personnel Administration  
**Address:** 1515 S Street, N Building, Suite 400, Sacramento 95814  
**PROFS ID:** DPED  
**Phone Number:** 324-0486  
**FAX #:** 327-0568

**Years of State Service:** 20

**Years in Data Processing:** 10

**Expertise:** Quality management, Strategic Planning, Micro computers in a small organization.

**Valuable Training:** Project management

**Enjoyed Most:** Networking - getting to know others.

**Experience regarding DPMA:** Positive. The concept is excellent. Should not be limited to EDP.



**Name:** Nick Dedier  
**Civil Service Classification:** Data Processing Manager III  
**Job Title:** Deputy Director, Hawkins Data Center  
**Department:** Department of Justice  
**Address:** 4949 Broadway  
Sacramento, CA 95820-1528  
**PROFS ID:** HW1(NDEDIER)  
**Phone Number:** (916) 227-3019  
**FAX #:** (916) 227-3128

**Years of State Service:** 18

**Years in Data Processing:** 15

**Expertise:** Telecommunications, project management, administrative support, management, computer operations, data communications, hardware/software installation & testing, and automated fingerprinting.

**Valuable Training:** Establishing the network of contacts. After attending the academy he served as a class manager for subsequent academies. The planning and organizing skills necessary to serve as a class manager were valuable.

**Enjoyed Most:** The opportunity to interact with high level executive management on how to conduct our daily business. This provided an opportunity to hear their views on where Data Processing is going, and they enlightened him about paradigm shifts.

**Experience regarding DPMA:** After attending the first academy, I recommended changes to the format and curriculum. Those changes were adopted for future academies. As a class manager, I saw those changes applied.

**Personal Quote-Academy related:** The academy provided an opportunity to contribute common solutions. This enhanced our ability to communicate and to stop reinventing the wheel.







# Data Processing Manager's Academy I

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**Name:** Joaquin Federico  
**Civil Service Classification:** Data Processing Manager II  
**Job Title:** Manager of Application Development  
**Department:** Board of Equalization  
**Address:** 450 N Street  
Sacramento, CA 95814  
**PROFS ID:** QIMG008  
**Phone Number:** (916) 445-3144  
**FAX #:** (916) 324-3984

**Years of State Service:** 23

**Years in Data Processing:** 23

**Expertise:** Application Development and project management.

**Valuable Training:** The project management training provided me with a lot of information that was review, refresher information, and provided some new terms for old ideas. Another area that was useful, was knowing my personality type and how that affects my decision-making process.

**Enjoyed Most:** I enjoyed the networking. This permitted me to talk with and learn about other people, and the issues they face in their departments.

**Experience regarding DPMA:** I thought it was a good start. Ours was the first one. The academy was the first place that stressed the importance of the business case for information technology applications.



**Name:** Raymond Flissinger  
**Civil Service Classification:** Data Processing Manager I  
**Job Title:** Chief of Applications Development  
**Department:** Department of Social Services  
**Address:** 1414 K Street, Suite 400  
Sacramento, CA  
**PROFS ID:** HWI(RFLISSIN)  
**Phone Number:** (916) 324-7862  
**FAX #:** (916) 327-5526

**Years of State Service:** 22

**Years in Data Processing:** 22

**Expertise:** Local area networks, management, application maintenance, procurement, and emerging technology. I served on the State Personnel Board's Telecommuting Project.

**Valuable Training:** The most valuable part of the training was project management. Establishing a network with peers was of most value to me.

**Enjoyed Most:** The input from mentors, directors, i.e., Russ Bohart.

**Experience regarding DPMA:** Very beneficial, felt MBA covers many of the same elements. Good for non-degree candidates. Provided opportunities to interact with peers.

**Personal Quote-Academy related:** The academy is a worthwhile experience. I recommend a comparable program for managers in general.

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**Name:** Sheri Hofer  
**Civil Service Classification:** Data Processing Manager II  
**Job Title:** Chief, Technology Support  
**Department:** Department of Justice  
**Address:** 4949 Broadway, Room J250  
Sacramento, CA 95820-1528  
**Phone Number:** (916) 227-3095  
**FAX #:** (916) 227-3128

**Years of State Service:** 15

**Years in Data Processing:** 5

**Expertise:** Local area networks, administration support, business and systems analysis, LAN standards, and Office of Information Technology reporting.

**Valuable Training:** Executive sponsors providing a strategic business perspective.

**Enjoyed Most:** Networking.

**Experience regarding DPMA:** The academy was a very valuable experience. I have recommended it to others and have sent three of my staff to subsequent academies. All three had very positive experiences.



**Name:** Prudence Kantz  
**Civil Service Classification:** Data Processing Manager II  
**Job Title:** Chief of Technology Services  
**Department:** Youth Authority  
**Address:** 4241 Williamsborough Dr, Sacramento CA 95823  
**PROFS ID:** TS1A-YAPK  
**Phone Number:** (916) 262-1374  
**FAX #:** (916) 262-2393

**Years of State Service:** 15

**Years in Data Processing:** 15

**Expertise:** Telecommunications, Local Area Networks, Data Communications, Hardware/Software Installation & Testing

**Valuable Training:** I valued most the Presentation Skills class as well as the practical nature of the off-site session.

**Enjoyed Most:** I really enjoyed the chance to meet and confer about major issues with staff from other agencies.

**Experience regarding DPMA:** My experience was excellent. Newer classes may even be better because of the feedback provided to SEEP by the academy members.





# Data Processing Manager's Academy I

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**Name:** Margie Lunderville  
**Civil Service Classification:** Data Processing Manager II  
**Job Title:** Manager, PIT System Development  
**Department:** Franchise Tax Board  
**Address:** Central Office, Butterfield  
**Phone Number:** 369-3522  
**FAX #:** 369-4030

**Years of State Service:** 20  
**Years in Data Processing:** 18

**Expertise:** Project Management, Management, Application Maintenance, Supervision.

**Valuable Training:** Public Speaking, VanWrite, and Project Management classes.

**Enjoyed Most:** Meeting other people, networking. Still using contacts made in Academy.

**Experience regarding DPMA:** Most classes well done. Networking, meeting other classmates from other departments, what projects they are doing, what problems they have had.

**Personal Quote-Academy related:** Cooperation, not competition, is the key to success.



**Name:** Sandra Lombella-Adams  
**Civil Service Classification:** Staff Information Systems Analyst (Sup)  
**Job Title:** Manager of Information Services  
**Department:** General Services  
**Address:** 344 N 7th St, Sacramento CA 95814  
**PROFS ID:** TS1A (GSOSMASA)  
**Phone Number:** (916) 323-1181  
**FAX #:** (916) 322-2497

**Years of State Service:** 16  
**Years in Data Processing:** 16

**Expertise:** Total Quality Management, Administration Support, Management, Supervision

**Valuable Training:** The most valuable part of the academy training was the final session at Granlibakken. This off-site gave us the opportunity to apply

knowledge gained over the year and to work together as a team. The portions of the training of most value to me were the times we were able to meet and listen to our executive sponsors, class managers, and other high-level information technologists share their thoughts and views of the future.

**Enjoyed Most:** I enjoyed the social and networking aspects of the academy. It is comforting to know there are others who are willing to share their ideas, problems, solutions, and experiences. Working together, we can accomplish more.

**Experience regarding DPMA:** It was an honor and a privilege to be a member of the first academy. We went forth not really knowing what to expect and helped season the way for future academy classes. Each academy member was made to feel important, challenged, and supported.

**Personal Quote-Academy related:** I encourage all information technology managers and supervisors to join the academy. The experiences you will gain and the relationships you will establish are invaluable.

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**Name:** Gordon McGregor  
**Civil Service Classification:** Data Processing Manager II  
**Job Title:** Chief of Engineering Systems Development  
**Department:** Water Resources  
**Address:** 1416 9th St. Room 715-17, Sacramento CA 95814  
**PROFS ID:** GMC@HORNET.CA.GOV  
**Phone Number:** (916) 653-7243

**Years of State Service:** 36

**Years in Data Processing:** 32

**Expertise:** Local Area Networks, Wide Area Networks, Data Communications, CASE Tools, Hardware/Software Installation & Testing, UNIX

**Valuable Training:** No one specific session stands out; they all provided a good career foundation.

**Enjoyed Most:** I enjoyed the off-site because it provided an opportunity to use what had been learned.

**Experience regarding DPMA:** My experience was upbeat and positive -- I recommend the academy.



**Name:** Frank Napolillo  
**Civil Service Classification:** Data Processing Manager II  
**Job Title:** Data Processing Manager II  
**Department:** Franchise Tax Board  
**Address:** Central Office, Unit 222, P.O. Box 942867, Sacramento. 94267  
**PROFS ID:** N8151  
**Phone Number:** (916) 369-3539  
**FAX #:** (916) 854-6066

**Years of State Service:** 23

**Years in Data Processing:** 25

**Expertise:** Project Management, Administration Support, Management, Application Maintenance, Supervision, Contracts, Budgets, Strategic Plans

**Valuable Training:** It was all good, of course. But I think the most valuable for me personally was the sessions where we did the Myers-Briggs type indicator 'tests'. Discovering my character type has been very helpful in understanding my working style, and has allowed me to use my strong points more effectively.

**Enjoyed Most:** The off site we had in Granlibakken, Lake Tahoe. Having the opportunity to meet the "heavy weights"; very valuable to see them as regular humans.

**Experience regarding DPMA:** It was a good experience that provided excellent opportunity for networking with fellow state workers in the IS field.





# Data Processing Manager's Academy I

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**Name:** Christopher Navarrete  
**Civil Service Classification:** Systems Software Specialist I  
**Job Title:** Chief of Software Support  
**Department:** Department of Water Resources  
**Address:** 1416 9th Street, P.O. Box 942836, Sacramento  
**PROFS ID:** TS1 (WRCHRIS)  
**Phone Number:** (916) 653-6854  
**FAX #:** (916) 653-5657

**Years of State Service:** 18

**Years in Data Processing:** 18

**Expertise:** Telecommunications, Technical Support, Administration Support, Management, Computer Operations, Data Communications, Supervision, Hardware/Software Installation and Testing

**Valuable Training:** The off site session was the most valuable. We were grouped together, given a specific project and had to make a presentation. The group had to work together like a team and we were able to share our experiences with one another.

**Enjoyed Most:** The interaction with other academy members. I got to know people in the class. We were able to share our experiences and different skills with each other.

**Experience regarding DPMA:** Positive. I learned a lot and enjoyed most of the classes.

**Personal Quote-Academy related:** Happiness is a decision, not an emotion.



**Name:** Jeanne Olenski  
**Civil Service Classification:** Data Processing Manager II  
**Job Title:** Data Processing Manager II  
**Department:** Department of Motor Vehicles  
**Address:** 2415 1st Avenue, Sacramento 95818  
**PROFS ID:** MWJMO  
**Phone Number:** 657-5661  
**FAX #:** 657-8563

**Years of State Service:** 20

**Years in Data Processing:** 13

**Expertise:** Local Area Networks, Management, Computer Operations, Data Communications, Supervision

**Valuable Training:** Most valuable to me was the class on public speaking.

**Enjoyed Most:** The networking, the sharing of new ideas, meeting new people who had a wider base of knowledge than I had.

**Experience regarding DPMA:** Great experience. Positive experience. Being in the first academy as the "test class" was trying at times, but I wouldn't have missed the human interaction for anything.

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**Name:** Mel Rose  
**Civil Service Classification:** Data Processing Manager II  
**Job Title:** Manager, User Support  
**Department:** Department of Finance  
**Address:** 915 L Street, 7th Floor, Sacramento 95814  
**PROFS ID:** CF1(FIMROSE)  
**Phone Number:** 323-4049

**Years of State Service:** 27

**Years in Data Processing:** 27

**Expertise:** Telecommunications, Local Area Networks, Technical Support, User Support/Help Desk.

**Valuable Training:** Peer training and training applied to our particular application rather than general application.

**Enjoyed Most:** Peer discussions as they applied to individual course topics. Shared problems and solutions.

**Experience regarding DPMA:** A good experience. Being Academy I we were part of the academy learning curve which gave high spirits, but fell short in some instructional areas. I have been told that each academy has built on the others and been even better.

**Personal Quote-Academy related:** Academy networking - it's great!



**Name:** Robert Ryan  
**Civil Service Classification:** Staff Programmer Analyst (Supervisor)  
**Job Title:** Accounting Applications Manager  
**Department:** CalTrans  
**Address:** 1120 N Street, Room 5515  
**PROFS ID:** TR1(RYAN)  
**Phone Number:** 654-3323  
**FAX #:** 654-4846

**Years of State Service:** 24

**Years in Data Processing:** 18

**Expertise:** Project Management, Technical Support, Administrative Support, Management, Application Maintenance, Supervision, Hardware/Software Installation and Testing (PCs).

**Valuable Training:** Networking

**Enjoyed Most:** Networking

**Experience regarding DPMA:** It was so long ago (DPMA I) could not really say.





# Data Processing Manager's Academy I

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**Name:** Linda Sanford  
**Civil Service Classification:** Data Processing Manager II  
**Job Title:** Assistant Chief of Information Technology  
**Department:** Forestry and Fire Protection  
**Address:** 1021 O Street  
**PROFS ID:** CDF(LSANFORD)  
**Phone Number:** 323-4610  
**FAX #:** 324-3374

**Years of State Service:** 29  
**Years in Data Processing:** 27

**Expertise:** Telecommunications, Project Management, Technical Support, Administration Support, Management, CASE Tools, Application Maintenance, Supervision, Hardware/Software Installation and Testing. Has built PCs, and is currently involved in acquisition, application development and establishing Wide Area Networks. She uses Visible Analyst, a CASE tool.

**Valuable Training:** The two most valuable classes were "Investing in Excellence" and "Politics in Management".

**Enjoyed Most:** Offsite permitted members to spend time together, to know each other better, to build trust and continue networking.

**Experience regarding DPMA:** The Academy honed my skills and kept me in tune with new approaches. The Academy provided exposure to new methodologies and resource materials which I shared with my staff or team members back on the job.

**Personal Quote-Academy related:** Individual knowledge is useless to an organization, unless it is shared.



**Name:** Lorraine Simmons  
**Civil Service Classification:** Staff Programmer Analyst (Supervisor)  
**Job Title:** Business Solutions Branch Chief  
**Department:** CalTrans  
**Address:** 1801 Alhambra  
**PROFS ID:** TR2(LSIMMONS)  
**Phone Number:** 227-8879  
**FAX #:** 227-9152

**Years of State Service:** 10  
**Years in Data Processing:** 13

**Expertise:** Project Management, Database Administration, Data Conversion.

**Valuable Training:** Presentation class, Amy Ackerman, Project Management class, networking with other department managers, DP Managers Code of Ethics.

**Enjoyed Most:** Finding out what other departments are doing.

**Experience regarding DPMA:** Definitely positive. Would recommend to others, ongoing contact with other DP managers, management perspective.

**Personal Quote-Academy related:** Work hard, have fun!

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**Name:** Sally Thibodeaux  
**Civil Service Classification:** Staff Information Systems Analyst (Sup)  
**Job Title:** Manager, Support Services Unit  
**Department:** Integrated Waste Management  
**Address:** 8800 Cal Center Drive, Sacramento 95826  
**PROFS ID:** TS1A(SWSTHIB)  
**Phone Number:** 255-2637  
**FAX #:** 255-1102

**Years of State Service:** 30

**Years in Data Processing:** 20

**Expertise:** Project Management, Administration Support, Management, Supervision, EDP Policy and Contracts.



**Valuable Training:** Meeting high level management in non-office environment, networking.

**Enjoyed Most:** The bond formed with members, still in touch with them.

**Experience regarding DPMA:** Worthwhile, good experience, learned a lot, supplied input to Academy sponsors.

**Name:** Heide Trimarchi  
**Civil Service Classification:** Data Processing Manager II  
**Department:** Controller's Office  
**Address:** 300 Capitol Mall, Ste 700  
**PROFS ID:** PSRIT  
**Phone Number:** 445-5719  
**FAX #:** 323-4969

**Years of State Service:** 19

**Years in Data Processing:** 15

**Expertise:** Project Management, Supervision, Management.

**Valuable Training:** Effective Presentations: Amy Ackermen

**Enjoyed Most:** Networking, continuing the networking.

**Experience regarding DPMA:** Really liked it. Savor what you're learning, slow down.

**Personal Quote-Academy related:** Savor the experience





## Class Sponsors



Marlin Beckwith  
Transportation



Mike Howland  
Social Services



Cris Jensen  
Franchise Tax Board

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# Data Processing Manager's Academy II

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**Name:** Cheryl Barquest  
**Civil Service Classification:** Data Processing Manager I  
**Job Title:** SINS Project Manager  
**Department:** Department of Justice  
**Address:** 4949 Broadway, Sacramento, CA 95820  
**Phone Number:** (916) 227-4106

**Years of State Service:** 17

**Years in Data Processing:** 15

**Expertise:** Local Area Networks, Project Management, Administration Support, Management, CASE Tools, Supervision, Hardware/Software Installation and Testing, and Strategic Planning

**Valuable Training:** The Presentation training was most valuable. It was a nice refresher course.

**Enjoyed Most:** Making the contact with other data processing managers.

**Experience regarding DPMA:** The DPMA was great! It was time well spent, great development, both personally and professionally.



**Name:** Deborah Brady  
**Civil Service Classification:** Data Processing Manager II  
**Job Title:** Bureau Chief, Information Technology Planning  
**Department:** Social Services  
**Address:** 744 P Street, Sacramento 95814  
**PROFS ID:** HW1(DBRADY)  
**Phone Number:** 445-2861  
**FAX #:** 323-6656

**Years of State Service:** 17

**Years in Data Processing:** 10

**Expertise:** Project Management, Management, Customer Service

**Valuable Training:** Off-site session. Gave insight into how things really work in the state. Good teamwork experience doing the class project.

**Enjoyed Most:** Meeting other managers and sharing problems. Developing working relationships with other managers and knowing they are there if she needs help.

**Experience regarding DPMA:** Very beneficial. The Academy was an easy way to become aware of what is going on in other departments.





# Data Processing Manager's Academy II

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**Name:** Richard Brandt  
**Civil Service Classification:** Data Processing Manager II  
**Job Title:** Support Services Manager  
**Department:** Controllers  
**Address:** 300 Capitol Mall, Room 701, Sacramento 95814-4347  
**PROFS ID:** CL1(PSRJB)  
**Phone Number:** 322-0813  
**FAX #:** 323-4969

**Years of State Service:** 20

**Years in Data Processing:** 20

**Expertise:** Telecommunications, LAN, Project Management, Technical Support, Administration Support, Management, Computer Operations, Data Communications, DBA, Application Maintenance, Hardware/Software Installation and Testing

**Valuable Training:** Networking with other participants and contacts made with various departments. Also, learning how DP classifications are used in other departments.

**Enjoyed Most:** Meeting managers from other departments and building relationships with other class participants.

**Experience regarding DPMA:** Very worthwhile and educational. Definitely a learning experience.

**Personal Quote-Academy related:** If you are a DP Manager in State government and haven't attended the DP Manager's Academy, you should.



**Name:** Sherie Brubaker  
**Civil Service Classification:** Staff Programmer Analyst, Specialist  
**Job Title:** Customer Support  
**Department:** CalTrans  
**Address:** 1120 N Street, Room 6440  
**PROFS ID:** TR1(SHERIE)  
**Phone Number:** 654-6237  
**FAX #:** 654-4846

**Years of State Service:** 20

**Years in Data Processing:** 15

**Expertise:** LAN, Project Management, Administration Support, Management, Hardware/Software Installation & Testing

**Valuable Training:** Networking. Learning different management styles.

**Enjoyed Most:** Getting a chance to grow from month to month with the class team.

**Experience regarding DPMA:** Positive experience. Learned a lot about management.

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**Name:** Rhonda Campaigne  
**Civil Service Classification:** Data Processing Manager III  
**Job Title:** Bureau Chief, Advanced Systems Bureau  
**Department:** Department of Justice  
**Address:** 4949 Broadway, Room 3247, Sacramento 95820-1528  
**Phone Number:** 227-3101  
**FAX #:** 227-3715

**Years of State Service:** 16

**Years in Data Processing:** 15

**Expertise:** Advanced systems, GIS Imaging, Security

**Valuable Training:** Off-site

**Enjoyed Most:** Being able to network with other managers

**Experience regarding DPMA:** Good. Provided opportunity to learn from other professionals.



**Name:** Gerald Carson  
**Civil Service Classification:** Data Processing Manager II  
**Job Title:** Network Hardware Branch Manager  
**Department:** Teale Data Center  
**Address:** P.O. Box 13436, Sacramento 94813  
**PROFS ID:** DC(SYS703)  
**Phone Number:** 263-1746  
**FAX #:** 263-1346

**Years of State Service:** 20

**Years in Data Processing:** 25

**Expertise:** Telecommunications, LAN, Computer Operations, Data Communications, Supervision, Hardware/Software Installation & Testing

**Valuable Training:** Team Building, Strategic Planning, Able to draw upon things learned.

**Enjoyed Most:** Meeting people, developing relationships.

**Experience regarding DPMA:** The experience made me a better manager.

**Personal Quote-Academy related:** Whatever works today will be irrelevant tomorrow. That is the phenomenon of change.





# Data Processing Manager's Academy II

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**Name:** Sharlene Christianson  
**Civil Service Classification:** Data Processing Manager III  
**Job Title:** Assistant Division Chief, Support & Production  
**Department:** Controllers  
**Address:** 300 Capitol Mall Suite 700  
**PROFS ID:** CO1(PSERC)  
**Phone Number:** 324-7288  
**FAX #:** 323-4969

**Years of State Service:** 24

**Years in Data Processing:** 24

**Expertise:** Project Management, Technical Support, Administration Support, Management, Application Maintenance, Application Development, Budgets, Training

**Valuable Training:** The value was in meeting people from other departments and doing the class project.

**Enjoyed Most:** Meeting different people.

**Experience regarding DPMA:** I recognized that many of us faced the same problems and if only we could work together to come to common solutions it would add value to the government as a whole.

**Personal Quote-Academy related:** The DP Managers Academy provides a unique opportunity to bring many talented individuals together.



**Name:** Bob Davalos  
**Civil Service Classification:** Data Processing Manager III  
**Job Title:** Chief, Computer Services Division  
**Department:** Legislative Data Center  
**Address:** 1100 J Street, Room 200  
Sacramento, CA  
**PROFS ID:** (LS1)BDAVALOS  
**Phone Number:** (916) 445-4965  
**FAX #:** (916) 327-3392

**Years of State Service:** 25

**Years in Data Processing:** 25

**Expertise:** Management, Computer Operations, and Customer Services

**Valuable Training:** Wide exposure to many areas and networking

**Enjoyed Most:** The 3-day conference and networking

**Experience regarding DPMA:** Great experience that fine-tuned experience

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**Name:** Claudette Gangler  
**Civil Service Classification:** Data Processing Manager II  
**Job Title:** Division Chief  
**Department:** Student Aid Commission  
**Address:** 1515 S Street, No. Bldg., Suite 500  
Sacramento, CA 94245  
**PROFS ID:** TS1A(SADCMG)  
**Phone Number:** (916) 322-7464  
**FAX #:** (916) 327-1113

**Years of State Service:** 27

**Years in Data Processing:** 13

**Expertise:** Hardware/PC acquisition; Micro-processing standards; outsourcing;  
QA - business function testing.

**Valuable Training:** Opportunity to interact with managers from other, larger agencies.

**Enjoyed Most:** The networking.

**Experience regarding DPMA:** Excellent. Assisted in my career.

**Personal Quote-Academy related:** The Data Processing Manager's Academy II was the highlight of my professional training until I attended the "Advanced Academy".



**Name:** Phil Harvey  
**Civil Service Classification:** Data Processing Manager II  
**Job Title:** Senior Analyst  
**Department:** Department of Finance  
**Address:** 915 L Street, 6th Floor  
Sacramento, CA  
**PROFS ID:** CF1(FIPHARVE)  
**Phone Number:** (916) 322-2985 ext. 73  
**FAX #:** (916) 327-0220

**Years of State Service:** 27 years

**Years in Data Processing:** 20 years

**Expertise:** How to Prepare Feasibility Study Reports.

**Valuable Training:** Sharing experience with classmates and sponsors.

**Enjoyed Most:** The interaction, acquaintances, networking and regular lunches with academy classmates.

**Experience regarding DPMA:** I really enjoyed the academy and the interaction with classmates. I gained enthusiasm for having a positive effect on government operations.

**Personal Quote-Academy related:** "Make a difference".







# Data Processing Manager's Academy II

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**Name:** Jim Henderson  
**Civil Service Classification:** Senior Information Systems Analyst (Spec.)  
**Title:** Manager, Customer Development  
**Department:** Health and Welfare Data Center  
**Address:** 1651 Alhambra Blvd., Sacramento, CA 95816  
**PROFS ID:** HW1(JHENDERS)  
**Phone Number:** (916) 739-7732  
**FAX #:** (916) 739-7820

**Years of State Service:** 30

**Years in Data Processing:** 16

**Expertise:** Project Management, Administration Support, Management, Supervision, and Expert Systems

**Valuable Training:** I really enjoyed the strategic planning and class project. Working together in groups allowed me to build many new friendships the members.

**Enjoyed Most:** I enjoyed meeting other data processing managers and the opportunity to develop on-going professional contacts with the members. The class project was invaluable.

**Experience regarding DPMA:** The curriculum is improving with each new Class, and provides attendees with valuable insight and experience learned within the framework of classroom, social networking, and real teamwork experience in completing the Class project.

**Personal Quote-Academy related:** The Academy is a great place to begin shaping the technology executives of tomorrow.



**Name:** Steve Huff  
**Civil Service Classification:** Data Processing Manager II  
**Job Title:** Manager CCLIS  
**Department:** Department of Social Services  
**Address:** 744 P Street  
Sacramento, CA  
**PROFS ID:** HW1(SHUFF)  
**Phone Number:** (916) 327-0986

**Years of State Service:** 12

**Years in Data Processing:** 16

**Expertise:** Local area networks, project management, technical support, administrative support, management, CASE tools, supervision, hardware/software testing & installation.

**Valuable Training:** Networking with others on issues and problems. Very good management training.

**Enjoyed Most:** Networking with peers.

**Experience regarding DPMA:** The academy was worthwhile, a great learning experience, and I would recommend it to anyone.

**Personal Quote-Academy related:** "Bonnie makes great brownies".

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**Name:** Bonnie Johnson  
**Civil Service Classification:** Staff Programmer Analyst (Spec)  
**Department:** State Teachers' Retirement System  
**Address:** 7667 Folsom Blvd, Sacramento CA 95826  
**PROFS ID:** STBJ  
**Phone Number:** (916) 387-3636  
**FAX #:** (916) 387-3205

**Years of State Service:** 24

**Years in Data Processing:** 12

**Expertise:** Client Liason

**Valuable Training:** The most valuable class for me was the presentations class -- my weakest area. The sharing of problems among the participants also was valuable. There seemed to be a lot of self-teaching with the instructors as facilitators for self-learning.

**Enjoyed Most:** I enjoyed the networking opportunities. I saw new horizons that other managers could only imagine.

**Experience regarding DPMA:** At first, I felt it was remedial training. Looking back, I now realize the great experience I had. It was a time of learning.



**Name:** Debbie Leibrock  
**Civil Service Classification:** Data Processing Manager III  
**Job Title:** Analyst  
**Department:** Finance  
**Address:** 915 L St, Sacramento CA 95814  
**PROFS ID:** (CF1)FIDLEIBR  
**Phone Number:** (916) 445-1777  
**FAX #:** (916) 327-0220

**Years of State Service:** 17

**Years in Data Processing:** 17

**Expertise:** Project Management, Administration Support, Management, Application Maintenance, Supervision, Standards Development

**Valuable Training:** I critiqued the Negotiations and Strategic Planning classes as possible replacement training for following DMPAs and thought they would be helpful to data processing managers.

**Enjoyed Most:** I enjoyed most the networking with other managers and the opportunity to see how their departments operate. It was refreshing to find out how other managers conduct business.

**Experience regarding DPMA:** The class sponsors and managers were very responsive to our suggestions. They were very interested in our recommendations and in what training was effective. I found the networking most important and extremely beneficial. I now have departments and managers I can contact as resources and feel comfortable talking to them because of the academy.





# Data Processing Manager's Academy II

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**Name:** Ron McPherson  
**Civil Service Classification:** Data Processing Manager I  
**Job Title:** Director of Information Resources  
**Department:** Mental Health/Patton Hospital  
**Address:** 3102 E. Highland, Patton, California 92369  
**PROFS ID:** HW1(RMCPHERS)  
**Phone Number:** 8-671-7816  
**FAX #:** (909) 862-7520

**Years of State Service:** 13

**Years in Data Processing:** 13

**Expertise:** Training/Instructor at community college and university. Oracle relational data base (7 years).

**Valuable Training:** Public speaking and the lesson learned at Tahoe Retreat. Writing skills.

**Enjoyed Most:** Getting to know other managers.

**Experience regarding DPMA:** The value of working with other managers in Sacramento.



**Name:** Carol Meraji  
**Civil Service Classification:** Systems Software Specialist III  
**Job Title:** Project Lead  
**Department:** Health and Welfare Data Center  
**Address:** 1651 Alhambra Boulevard  
**PROFS ID:** HW1 (CMERAJI)  
**Phone Number:** (916) 739-7672

**Years of State Service:** 14

**Years in Data Processing:** 12

**Expertise:** Application Maintenance & Development. Leadership, DB Environments, Imaging

**Valuable Training:** Off site session, team project: presentation on Total Quality Management, Imaging, GIS, Case tools, Value: Putting into action

the training received.

**Enjoyed Most:** Building relationships with other DP managers, the networking.

**Experience regarding DPMA:** Great! Worthwhile, best thing the State's done. Helped stay focused. Total Quality Management concepts great. The time was not a problem.

**Personal Quote-Academy related:** "The minute you say you can't, then you won't. It's always when you say you can, then you will". (Think in terms of the positive. Be proactive)

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**Name:** Joan Osuna  
**Civil Service Classification:** Data Processing Manager III  
**Job Title:** Manager Tech Consulting Services  
**Department:** Department of General Service  
**Address:** 1500 5th Street, Suite 116  
**PROFS ID:** TSIA (GSJOSUNA)  
**Phone Number:** 324-9990  
**FAX #:** 445-7791

**Years of State Service:** 21

**Years in Data Processing:** 11

**Expertise:** Local Area Networks, Project Management, Technical Support, Administration Support, Management, Application Maintenance, Supervision, Hardware/Software Installation and Testing. Staff Development. Resource Management.

**Valuable Training:** Politics and Management, Presentations <Amy Ackerman>

**Enjoyed Most:** Meeting people in other agencies. Exposure to other department's policies.

**Experience regarding DPMA:** Wonderful. Very supportive of Academy.



**Name:** Joe Panora  
**Civil Service Classification:** Data Processing Manager II  
**Job Title:** Manager and Telecommunications Customer Service  
**Department:** Employment Development Department  
**Address:** 800 Capitol Mall  
**PROFS ID:** HW1 (JPANORA)  
**Phone Number:** 654-7653  
**FAX #:** 654-9035

**Years of State Service:** 14

**Years in Data Processing:** 9

**Expertise:** Telecommunication, Local Area Networks, Technical Support, Management, Data Communications, Supervision. Involved in establishing voice and telecommunication networks for all IBM shop. Maintains a voice Help Desk.

**Valuable Training:** Networking with people and the confidence gained from exposure to other ideas and sharing of expertise.

**Enjoyed Most:** The camaraderie and sharing of frustrations. The DPMA provided a bigger picture and there was comfort in knowing other people shared the same problems.

**Experience regarding DPMA:** Very positive experience. Contributed to my personal success and confidence in pursuing a higher level position.





# Data Processing Manager's Academy II

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**Name:** Bill Saunders  
**Civil Service Classification:** Data Processing Manager I  
**Job Title:** DB Project Manager  
**Department:** CalTrans  
**Address:** 1120 N Street  
**PROFS ID:** TR1(WILLIE)  
**Phone Number:** 654-2071

**Years of State Service:** 16

**Years in Data Processing:** 22

**Expertise:** Project Management, Application Management, Hardware/Software Installation and Testing, PC application development (DOS), activity reporting.

**Valuable Training:** Networking opportunities; meeting managers from other departments.

**Enjoyed Most:** Meeting the people, other DP managers. Review of management style, personality styles and evaluations.

**Experience regarding DPMA:** Appreciated opportunity to attend, good experience, not for everyone.

**Name:** Nancy Tosta  
**Civil Service Classification:** Previously Deputy Director Teale Data Center, Left State Service  
**Job Title:** Chief, Geological Data Coordinator  
**Department:** U.S. Geological Survey  
**Address:** 590 National Center, Reston Va 22092  
**Phone Number:** (703)648-5725

**Years of State Service:** 15

**Years in Data Processing:** 15

**Expertise:** GIS

**Valuable Training:** Was great, real value to myself.

**Enjoyed Most:** Opportunity to discuss common issues, realize other agencies have the same issues.

**Experience regarding DPMA:** Very rewarding.

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**Name:** Frank Werry  
**Civil Service Classification:** Data Processing Manager II  
**Job Title:** Application Development Manager  
**Department:** Board of Equalization  
**Address:** 450 N St. MIC 26  
**PROFS ID:** TS1A(EQFRANK)  
**Phone Number:** 322-5493  
**FAX #:** 324-3984

**Years of State Service:** 13

**Years in Data Processing:** 13

**Expertise:** Project Management, Application Maintenance, Supervision, Management, Information Security, Budget Change Proposals, Feasibility Study Report review.

**Valuable Training:** Sessions Exec Management, Offsite, Networking.

**Enjoyed Most:** Networking.

**Experience regarding DPMA:** Beneficial, expanded access through networking.

**Personal Quote-Academy related:** Tremendous opportunity to network and grow with peers from other agencies.



**Name:** Vicky Wong  
**Civil Service Classification:** Data Processing Manager III  
**Job Title:** Drivers License Data Base Redevelopment Manager  
**Department:** Motor Vehicles  
**Address:** 2415 1st Ave.  
**PROFS ID:** TS1A(MWVCW)  
**Phone Number:** 657-6963  
**FAX #:** 657-5648

**Years of State Service:** 32

**Years in Data Processing:** 31

**Expertise:** Case, Information Engineering, Relational Databases

**Valuable Training:** Networking with other DP staff, all departments are facing the same problems.

**Enjoyed Most:** Networking, and the control agency speakers

**Experience regarding DPMA:** Beneficial classes - some were new, some were refreshers, some presented different perspectives





# Data Processing Manager's Academy II

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**Name:** Jan Yokoi

**Civil Service Classification:** Data Processing Manager I

**Job Title:** Data Processing Manager I

**Department:** Health Services

**Address:** 744 P St. Room 1100

**PROFS ID:** JYOKOI

**Phone Number:** 657-3118

**FAX #:** 657-1322

**Years of State Service:** 14

**Years in Data Processing:** 14

**Expertise:** Local Area Networks, Project Management, Administration Support, Management, Computer Operations, CASE, Hiring, Recruitment.

**Valuable Training:** Meeting other managers. Public Speaking, Project management class.

**Enjoyed Most:** Support from senior managers. They were active participants.

**Experience regarding DPMA:** Very positive, insightful, fun. A lot of work, but fun. Lasting friendships.

**Personal Quote-Academy related:** The Academy - role model and vehicle for reshaping the State.

## Missing

Wayne Scheuffele

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## Class Sponsors



Dick Brothers  
Controllers



Nancy Baldwin  
Youth Authority



Bob Dell'Agostino  
Legislative Analyst

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# Data Processing Manager's Academy III





**Name:** Robert Austin  
**Civil Service Classification:** Data Processing Manager II  
**Job Title:** Information Systems PIT Operations Manager  
**Department:** Franchise Tax Board  
**Address:** P.O. Box 942867  
**PROFS ID:** FTBRMS(A8603)  
**Phone Number:** (916) 369-4449  
**FAX #:** (916) 854-6066

**Years of State Service:** 20

**Years in Data Processing:** 20

**Expertise:** Project Management, Administration Support, Management Application Maintenance, Supervision.

**Valuable Training:** The Granlibakken training sessions, ethics, budget perspective, and OIT perspective training was most valuable.

**Enjoyed Most:** I enjoyed networking and contact developed during the DPMA.

**Experience regarding DPMA:** Appreciated the treatment we received from class managers. They treated us respectfully and professionally. I consider the DPMA to be very favorable. It gives you exposure, helps make you known to the data processing community.



**Name:** Josetta Bull  
**Civil Service Classification:** Data Processing Manager II  
**Job Title:** Project Manager, Labor Exchange Task Force  
**Department:** Employment Development Department  
**Address:** 800 Capitol Mall  
**PROFS ID:** HW1(JBULL)  
**Phone Number:** 654-7737  
**FAX #:** 654-9000

**Years of State Service:** 20

**Years in Data Processing:** 10

**Expertise:** Project Management, Management, Application Maintenance, Software Installation & Testing.

**Valuable Training:** Off-site session. The class project - a diverse group working together.

**Enjoyed Most:** Interaction with classmates and class sponsors.

**Experience regarding DPMA:** A growth experience. Now able to look at the State in a different way.

**Personal Quote-Academy related:** The Academy experience allows you to realize it is within your control to effect change at the state level.







# Data Processing Manager's Academy III

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**Name:** Terry Burke  
**Civil Service Classification:** Data Processing Manager II  
**Job Title:** Manager of Operations Group  
**Department:** California Highway Patrol  
**Address:** 2555 1st Ave., Room 270, Sacramento 95818-2696  
**Phone Number:** 657-7154 ext 228  
**FAX #:** 657-8628

**Years of State Service:** 22

**Years in Data Processing:** 21

**Expertise:** LAN, Project Management, Technical Support, Administration Support, Management, Applications maintenance, Personal Computers

**Valuable Training:** Networking with other class participants and the long term contacts made

**Enjoyed Most:** The class project

**Experience regarding DPMA:** Got a lot out of the Academy. Enjoyed VanWrite class.

**Personal Quote-Academy related:** All DP managers should attend the Academy



**Name:** Robert Clark  
**Civil Service Classification:** Systems Software Specialist II, Supervisor  
**Job Title:** Systems Software Manager  
**PROFS ID:** TS1A(Q1MG007)  
**Phone Number:** 323-6843  
**FAX #:** 445-5171

**Years of State Service:** 31

**Years in Data Processing:** 30

**Expertise:** Telecommunications, LAN, Project Management, Technical Support, Computer Operations, Data Communications, Hardware/Software Installation & Testing

**Valuable Training:** Networking. Presentation and Writing Courses. Granlibakken.

**Enjoyed Most:** Fellowship/networking.

**Experience regarding DPMA:** Enlightening, Rewarding.

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**Name:** Mike Cuccia  
**Civil Service Classification:** Data Processing Manager II  
**Job Title:** Manager of Production Support  
**Department:** Department of Justice  
**PROFS ID:** TS1A(MCUCCIA)  
**Phone Number:** 227-3113  
**FAX #:** 227-3128

**Years of State Service:** 18

**Years in Data Processing:** 25

**Expertise:** Telecommunications, Data Communications

**Valuable Training:** Enjoyed the class project - good exercise in compromise. The offsite was the most meaningful.

**Enjoyed Most:** Learning from other participants.

**Experience regarding DPMA:** Very positive - would recommend it to anybody.



**Name:** John 'Bob' Ferguson  
**Civil Service Classification:** Data Processing Manager II  
**Job Title:** Information Technology Manager  
**Department:** Franchise Tax Board  
**Address:** P.O. Box 942867  
Sacramento, CA  
**PROFS ID:** FTBEMC(F6744)  
**Phone Number:** (916) 369-4044  
**FAX #:** (916) 854-6066

**Years of State Service:** 16

**Years in Data Processing:** 16

**Expertise:** Project management, Management, CASE tools, Application maintenance, Supervision, and Information engineering.

**Valuable Training:** The cross cultural exchange and working with different people was a good way of working across organizational boundaries.

**Enjoyed Most:** The people in the classroom setting and the project work.

**Experience regarding DPMA:** It was a great experience. I was a bit suspicious at the beginning, but it improved my ability to work with strangers and to become friends with total strangers.





# Data Processing Manager's Academy III

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**Name:** Kirby Fukushima  
**Civil Service Classification:** Senior Information Systems Analyst (Sup)  
**Job Title:** Manager of Application Development/Information Services  
**Department:** State Lottery  
**Address:** 600 N. 10th Street  
Sacramento, CA 95814  
**PROFS ID:** HW1(KFUKUSHI)  
**Phone Number:** (916) 327-1317  
**FAX #:** (916) 327-1339

**Years of State Service:** 32  
**Years in Data Processing:** 32

**Expertise:** Project management, procurement (RFP's, IFB's, and evaluation/recommendations), and systems analysis (defining user requirements, documenting systems, and feasibility studies).

**Valuable Training:** The most valuable part of the training was networking, the opportunity to meet other people and to be able to contact others when you need assistance. The presentation and writing classes were the best classes.

**Enjoyed Most:** Meeting other managers, getting to know them, getting to meet new people from other departments and the exposure to what's happening out there.

**Experience regarding DPMA:** I think it was a very positive experience. It was excellent training for any manager to prepare for upward mobility.

**Personal Quote-Academy related:** The academy, by far, is the best management training program I have ever attended.



**Name:** Joyce Hicks  
**Civil Service Classification:** Data Processing Manager III  
**Job Title:** Vehicle Registration Database Redevelopment Manager  
**Department:** Department of Motor Vehicles  
**Address:** 2415 1st Avenue  
Sacramento, CA 95818  
**PROFS ID:** TS1A(MWJRH)  
**Phone Number:** (916) 657-5778  
**FAX #:** (916) 657-5648

**Years of State Service:** 33  
**Years in Data Processing:** 28

**Expertise:** Application systems or database development areas.

**Valuable Training:** Insight as to "how the system works", i.e., budget, procurement, contracts, etc. Particularly enjoyed the control agency type speakers.

**Enjoyed Most:** Meeting different managers and seeing different perspectives from many departments and agencies.

**Experience regarding DPMA:** Very beneficial and positive experience. Would definitely recommend it to others whose goal is to promote through management. In fact, would recommend that it be a requirement for data processing management positions.

**Personal Quote-Academy related:** A very enjoyable experience.

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**Name:** Marilyn Kehlet  
**Civil Service Classification:** Senior Programmer Analyst (Spec)  
**Job Title:** Chief of Software Information Section  
**Department:** Water Resources  
**Address:** 1416 9th St, Room 1604, Sacramento CA 95814  
**Phone Number:** (916) 653-9461  
**FAX #:** (916) 653-8250

**Years of State Service:** 20

**Years in Data Processing:** 20

**Expertise:** Project Management, User Guides, Database Administration, CASE Tools, Configuration Management, Reverse Engineering

**Valuable Training:** My most valuable training were the writing and the presentations classes.

**Enjoyed Most:** I enjoyed sharing information and experiences with other academy members. I also enjoyed the training, especially the off-site.

**Experience regarding DPMA:** The experience was extremely beneficial! I learned something from all the classes.

**Personal Quote-Academy related:** The academy provided training that I could apply immediately on the job.



**Name:** Teri Lynch  
**Civil Service Classification:** Senior Programmer Analyst (Supervisor)  
**Job Title:** Manager, Applications Development  
**Department:** Corrections  
**Address:** 1515 S Street, Room 221-N  
**PROFS ID:** CORR(TLYNCH)  
**Phone Number:** 323-3816  
**FAX #:** 445-0869

**Years of State Service:** 20

**Years in Data Processing:** 16

**Expertise:** Administration Support, Multi-media, Marketing, Presentation Techniques.

**Valuable Training:** Offsite working sessions, business relations that I have developed.

**Enjoyed Most:** Offsite, Presentations class (Amy Ackerman), VanWrite. Politics in Management in Advanced Academy.

**Experience regarding DPMA:** Work intensive, but very rewarding.





# Data Processing Manager's Academy III

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**Name:** Ron Nabity  
**Civil Service Classification:** Data Processing Manager II  
**Job Title:** Application Development and Support  
**Department:** State Controller's Office  
**Address:** 300 Capitol Mall  
**PROFS ID:** CO1 (PSRLN)  
**Phone Number:** 445-4393  
**FAX #:** 323-4969

**Years of State Service:** 19

**Years in Data Processing:** 9

**Expertise:** Project Management, Management, Application Maintenance.

**Valuable Training:** Communications skills (Van Write and Presentation)

**Enjoyed Most:** Interaction with the group. Awareness that everyone shares many of the same issues.

**Experience regarding DPMA:** Fast paced. Individual involvement was at each person's own pace. Positive experience.

**Personal Quote-Academy related:** "We find comfort among those who agree with us - growth among those who don't."



**Name:** Gail Overhouse  
**Civil Service Classification:** Data Processing Manager III  
**Job Title:** Branch Manager - Clients Application Support  
**Department:** Teale Data Center  
**Address:** 2005 Evergreen Street, P.O. Box 13436, Sacramento, 95813-4436  
**PROFS ID:** SYSGAIL  
**Phone Number:** 263-2111  
**FAX #:** 263-1346

**Years of State Service:** 19

**Years in Data Processing:** 17

**Expertise:** Local Area Networks, Project Management, Management, Application Maintenance & Development, Supervision, UNIX Operating System Support

**Valuable Training:** The most valuable were the presentations at the off site. Many gave a background on the Control Agencies in state government. It was good to receive this information from the "horse's mouth". From a personal standpoint, it all related to executive information.

**Enjoyed Most:** Meeting her peers and establishing a rapport which she's kept since the Academy.

**Experience regarding DPMA:** Overall, the academy was a worthwhile experience. However, the class project ends up being done by only a few. The varying levels of participation proved to be a sore point for many.

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**Name:** Dawn Potts  
**Civil Service Classification:** Data Processing Manager I  
**Job Title:** Wage Record Redesign Project (Team Member)  
**Department:** Employment Development Department  
**Address:** 800 Capitol Mall, Sacramento  
**PROFS ID:** HWI (DPOTTS)  
**Phone Number:** (916) 654-9074

**Years of State Service:** 18

**Years in Data Processing:** 11

**Expertise:** Project Management, Management, CASE Tools, Application Maintenance, Supervision, JAD methodology. Power Point - graphic presentation package.



**Valuable Training:** The writing class and the networking with other DPMA members.

**Enjoyed Most:** The networking and the get-togethers at the off site session. The longer I was in the Academy the better I got to know the other members and felt more comfortable in contacting them.

**Experience regarding DPMA:** It was very enjoyable. After being in the academy and seeing what other managers are doing and hearing the sponsors speak, you feel like you can do anything. It made you feel more motivated.

**Personal Quote-Academy related:** If you are not working on yourself, you're not working.

**Name:** Ron Rabun  
**Civil Service Classification:** Data Processing Manager I  
**Job Title:** Technology Specialist  
**Department:** Department of General Services  
**Address:** 1500 5th Street, Room 116, Sacramento, 95814  
**PROFS ID:** (TS1A) GSPRONR  
**Phone Number:** (916) 323-5966  
**FAX #:** (916) 445-7791

**Years of State Service:** 18

**Years in Data Processing:** 18

**Expertise:** Project Management, Management, Contracting and Procedures, Technical Support, Supervision, Strategic Planning, Total Quality Management, Marketing, Business Assessment, Computer Operations, Hardware/Software Installation and testing, Application Maintenance



**Valuable Training:** The leadership education, and sharing of different experiences. Teamwork at a management level.

**Enjoyed Most:** New perspectives and relationships with people. Fun.

**Experience regarding DPMA:** Excellent and challenging.

**Personal Quote-Academy related:** Our challenges focus upon leadership that realizes the potential of people while enhancing the quality of our public services.



# Data Processing Manager's Academy III

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**Name:** Denny Smith  
**Civil Service Classification:** Data Processing Manager II  
**Job Title:** Group Manager  
**Department:** Employment Development Department  
**Address:** 800 Capitol Mall, Mic 79  
**PROFS ID:** HW1(DSMITH)  
**Phone Number:** 654-8239  
**FAX #:** 654-9000

**Years of State Service:** 20

**Years in Data Processing:** 20

**Expertise:** Project Management, Administration Support, Management, CASE Tools, Contract Manager. Is responsible for the Planning and Methodology group at EDD.

**Valuable Training:** Some of the classes were great. Time away from the office allowed time to look at things globally. Met some talented DP Managers.

**Enjoyed Most:** The Presentation and VanWrite classes.

**Experience regarding DPMA:** Great experience, enjoyed it, had a lot of fun.



**Name:** Kent E. Stodden  
**Civil Service Classification:** Senior Programmer Analyst (Supervisor)  
**Job Title:** Applications Project Manager  
**Department:** CalTrans  
**Address:** 1120 N Street, Room 3300  
**PROFS ID:** TR1(KENT)  
**Phone Number:** 654-5816  
**FAX #:** 654-5716

**Years of State Service:** 22

**Years in Data Processing:** 6

**Expertise:** Project Management, Technical Support, Administration Support, Management, CASE Tools, Application Maintenance, Supervision, DBA areas.

**Valuable Training:** Broaden view of other DP shops in other agencies. All of my work experience has been with CalTrans.

**Enjoyed Most:** New friends and contacts.

**Experience regarding DPMA:** Tiring, although agency recognized the need, did not adjust workload.

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**Name:** Greg Thompson  
**Civil Service Classification:** Senior Info Systems Analyst  
**Job Title:** Conversion Support Manager, Structured Automated Child Support System  
**Department:** Social Services  
**Address:** 2535 Capitol Oaks  
**PROFS ID:** HW1(GTHOMPS1)  
**Phone Number:** 263-2145

**Years of State Service:** 20

**Years in Data Processing:** 12

**Expertise:** Project Management, Application Maintenance, Detailed System Design Management, Application Development, System Design, Data Mapping, Impact Analysis, Resource Management.

**Valuable Training:** Granlibakken, Team Project, Networking.

**Enjoyed Most:** Exposure to other departments.

**Experience regarding DPMA:** Improved my ability to understand control processes, my writing, and communications skills.

**Personal Quote-Academy related:** Some of us felt that we excelled socially in the networking goals of the Academy.



**Name:** Roseanna Torretto  
**Civil Service Classification:** Systems Software Specialist III (Tech)  
**Job Title:** Capacity Planner  
**Department:** Health and Welfare Data Center  
**Address:** 1651 Alhambra Bl.  
**PROFS ID:** HW1(RTORRETT)  
**Phone Number:** 739-7657  
**FAX #:** 739-7770

**Years of State Service:** 19

**Years in Data Processing:** 19

**Expertise:** Technical Support, Capacity Planning, Performance Measurement, MVS Training, Feasibility Study Reports, Total Quality Management, Data Analysis with SAS.

**Valuable Training:** Granlibakken, specifically ethics.

**Enjoyed Most:** Different points of view, personalities, styles, group dynamics.

**Experience regarding DPMA:** Very positive, sponsors and managers enlightening.





# Data Processing Manager's Academy III

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**Name:** Patricia Touhey  
**Civil Service Classification:** Senior Programmer Analyst (Supervisor)  
**Job Title:** CMIS Applications Manager  
**Department:** Corrections  
**Address:** 1515 S Street, Room 221-N  
**PROFS ID:** CORR(PTOUHEY)  
**Phone Number:** 323-3616  
**FAX #:** 445-0869

**Years of State Service:** 16

**Years in Data Processing:** 13

**Expertise:** Project Management, CASE Tools (how to implement, training, setting expectations), Application Design and Development.

**Valuable Training:** Understanding the State as a large enterprise, understanding there are resources out there to help with our problems and that have solved them before. Presentations class, offsite at Granlibakken, exposure to executive level DP. Participation of class managers was excellent, gave management/executive perspective.

**Enjoyed Most:** Meeting other managers in the DP field.

**Experience regarding DPMA:** Very positive, eye opening. Expanded my views.



**Name:** Richard Tubbs  
**Civil Service Classification:** Data Processing Manager I  
**Job Title:** Programmer Manager  
**Department:** Board of Equalization  
**Address:** 450 N St., MIC 26  
**PROFS ID:** Q1MGO14(TS1A)  
**Phone Number:** 322-8840

**Years of State Service:** 25

**Years in Data Processing:** 25

**Expertise:** Client/Server, Procurement

**Valuable Training:** Overall, excellent. VanWrite of most value.

**Enjoyed Most:** The offsite, meeting different people

**Experience regarding DPMA:** A learning experience. I am a better manager for it.

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**Name:** Bill Wensrich  
**Civil Service Classification:** Data Processing Manager II  
**Job Title:** Office Automation Manager  
**Department:** Education  
**Address:** P.O. Box 944272 MC C-23  
**PROFS ID:** BWENRIC node CDE  
**Phone Number:** 322-3267  
**FAX #:** 322-3257

**Years of State Service:** 25

**Years in Data Processing:** 25

**Expertise:** Telecommunications, Local Area Networks, Project Management, Technical Support, Administration Support, Management, Wide Area Networks.

**Valuable Training:** Speaking, Writing, Offsite, Networking

**Enjoyed Most:** Contacts, Bonding, Exec Sponsors, Class managers

**Experience regarding DPMA:** Hard work, improved skills. Wish I had it ten years ago.



**Name:** Dan Whetstone  
**Civil Service Classification:** Data Processing Manager II  
**Job Title:** Manager, Internal Applications  
**Department:** DOT  
**Address:** 4949 Broadway  
**PROFS ID:** JUJDKW  
**Phone Number:** 227-3078  
**FAX #:** 227-3128

**Years of State Service:** 18

**Years in Data Processing:** 20

**Valuable Training:** Offsite with agency level directors

**Enjoyed Most:** Training with same group, and with managers from multiple departments.

**Experience regarding DPMA:** Excellent. Opportunity to refine skills that most managers already possess.

**Personal Quote-Academy related:** If you're there, be there.







# Data Processing Manager's Academy III

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**Name:** Roscoe Williams

**Civil Service Classification:** Senior Information Systems Analyst

**Job Title:** Project Manager

**Department:** Health and Welfare Data Center

**Address:** 1651 Alhambra Bl.

**PROFS ID:** RWILLIA1

**Phone Number:** 739-7703

**FAX #:** 451-0780

**Years of State Service:** 12

**Years in Data Processing:** 9

**Expertise:** Project Management, Management.

**Valuable Training:** Exposure to the people like the director of OIT, people who came in and talked with us.

**Enjoyed Most:** Listening to Steve Kolodney, Russ Bohart, Don Leachman, P.K. Agarwal, and others.

**Experience regarding DPMA:** An interesting experience, that provided useful and helpful contacts.

**Personal Quote-Academy related:** No matter where you go, there you are.

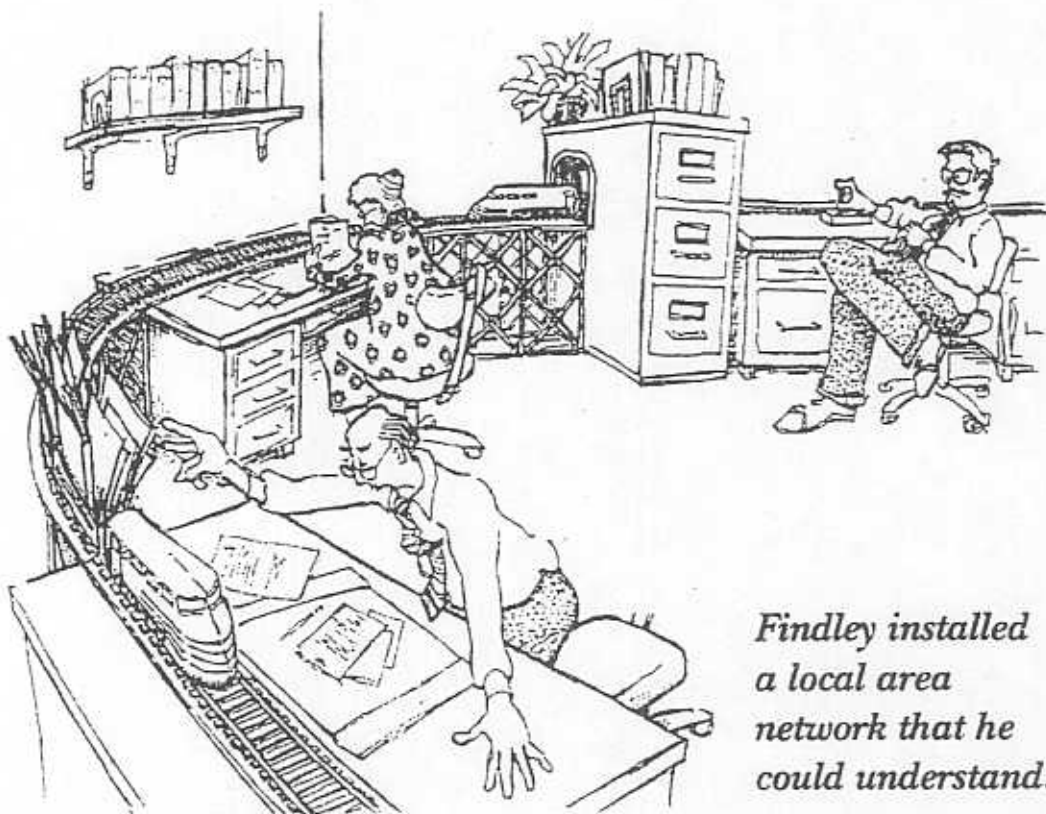
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## Data Processing Manager's Academy IV

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*Findley installed  
a local area  
network that he  
could understand.*





# Data Processing Manager's Academy IV

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**Name:** Debbie Balaam  
**Civil Service Classification:** Data Processing Manager I  
**Job Title:** Migration Manager  
**Department:** Board of Equalization  
**Address:** 450 N Street, MIC 26, Sacramento, CA 95814  
**PROFS ID:** TS1A (Q1Ad001)  
**Phone Number:** (916) 324-6009

**Years of State Service:** 16

**Years in Data Processing:** 16

**Expertise:** Project Management, Management, CASE Tools, Application Maintenance, Supervision, and Electronic Funds Transfer.

**Valuable Training:** The training sessions helped to improve or build upon my overall skill base.

**Enjoyed Most:** Getting to know and make contact with people from other departments.

**Experience regarding DPMA:** Very positive!

**Personal Quote-Academy related:** Don't assume! This is based on the offsite project.



**Name:** Frances L. Bard  
**Civil Service Classification:** Data Processing Manager II  
**Department:** Employment Development Department  
**Address:** 800 Capitol Mall, Sacramento, CA 95814  
**PROFS ID:** HW1 (FBARD)  
**Phone Number:** (916) 654-9335

**Years of State Service:** 30

**Years in Data Processing:** 4

**Expertise:** Telecommunications, Project Management, Administration Support, Management, Computer Operations, Supervision, Training, Budgeting, Management Analysis, and Program Evaluation.

**Valuable Training:** The Van Write training was valuable. The training sessions had good course materials and helped me with issues facing us and

how to handle these issues.

**Enjoyed Most:** I enjoyed the opportunity to meet with managers and discuss changes and issues. I also enjoyed working on a common class project and learning about class members.

**Experience regarding DPMA:** The DPMA was a positive experience and a real growth period. I was exposed to new ideas and had the opportunity to work with new people.

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**Name:** Vic Becerril  
**Civil Service Classification:** Data Processing Manager I  
**Job Title:** Supervisor, Applications Unit  
**Department:** Public Employees Retirement System  
**Address:** 400 P Street, Room 2310, Sacramento, CA 95814  
**PROFS ID:** PA026  
**Phone Number:** (916) 326-3710  
**FAX #:** 9916) 326-3884

**Years of State Service:** 32

**Years in Data Processing:** 26

**Expertise:** Application Maintenance and Project Management

**Valuable Training:** The off-site training was valuable. I got to meet high level data processing and finance individuals. It was interesting to hear their advice and to be exposed to their way of thinking.

**Enjoyed Most:** I enjoyed the networking with other data processing managers.

**Experience regarding DPMA:** I was very glad to have the opportunity to attend the sessions. It was time consuming but well worth it.



**Name:** Jeanne Bickford  
**Civil Service Classification:** Data Processing Manager II  
**Job Title:** Chief, Accounting Applications Branch  
**Department:** CALTRANS  
**Address:** 1120 N Street, Sacramento, CA 95814  
**PROFS ID:** TRI (BICKFORD)  
**Phone Number:** (916) 657-5037  
**FAX #:** (916) 654-4846

**Years of State Service:** 17

**Years in Data Processing:** 17

**Expertise:** Application Maintenance, Supervision, Request for Proposals and Request for Information.

**Valuable Training:** Van Write was the best class. Working with other teams made the class project valuable.

**Enjoyed Most:** The interaction and networking with other data processing managers.

**Experience regarding DPMA:** The DPMA was a very positive experience and has led to special assignments such as classification survey and MSA for Strategic Planning. The opportunity to continue working with academy group members from prior academies was valuable.





# Data Processing Manager's Academy IV

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**Name:** "Bob" Sumner Burmeister  
**Civil Service Classification:** Data Processing Manager II  
**Job Title:** Chief of Staff  
**Department:** Department of Motor Vehicles  
**Address:** 2415 1st Ave., Sacramento 95818  
**PROFS ID:** TS1A(MWSWM)  
**Phone Number:** 657-7507  
**FAX #:** 657-8344

**Years of State Service:** 27

**Years in Data Processing:** 6

**Expertise:** Project Management, Technical Support, Administration Support, Management, Application Development, Application Maintenance, Personal Computers.

**Valuable Training:** The off-site session. It was exhilarating, motivating, and informative.

**Enjoyed Most:** By going through the classes, the off-site, the project, it all contributed to the primary benefit of networking. It was invaluable.

**Experience regarding DPMA:** It made me more effective. It polished my skills and gave me new tools.

**Personal Quote-Academy related:** RES IPSA LOQUITUR



**Name:** Michael Childress  
**Civil Service Classification:** Senior Information Systems Analyst (Spec)  
**Department:** Franchise Tax Board  
**Address:** P.O. Box 942867, Unit 200, Sacramento 94267  
**PROFS ID:** EMCFTB(C8060)  
**Phone Number:** 369-3504  
**FAX #:** 854-6066

**Years of State Service:** 26

**Years in Data Processing:** 26

**Expertise:** CASE Tools

**Valuable Training:** The off-site at Napa was the best

**Enjoyed Most:** Napa

**Experience regarding DPMA:** Interesting, very interesting

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**Name:** John Conner  
**Civil Service Classification:** Data Processing Manager I  
**Job Title:** Manager, Computer Operations  
**Department:** Department of Justice  
**Address:** 4949 Broadway, Room J104, Sacramento 95820-1528  
**PROFS ID:** TS1A(JCONNERS)  
**Phone Number:** 227-3075  
**FAX #:** 227-3128

**Years of State Service:** 28

**Years in Data Processing:** 22

**Expertise:** Administration Support, Computer Operations, Large scale PC procurement and installation

**Valuable Training:** VanWrite, Presentation Skills, Networking

**Enjoyed Most:** Networking

**Experience regarding DPMA:** Great. No amazing revelations but wakes you up to "what's going around".

**Personal Quote-Academy related:** The Academy lets you participate beyond the boundaries of your classification and project.



**Name:** Kathy DeVilbiss  
**Civil Service Classification:** Data Processing Manager II  
**Job Title:** Manager of Applications Development  
**Department:** Department of Education  
**Address:** 515 L Street, Suite 250  
Sacramento, CA  
**PROFS ID:** ED(KDEVILBI)  
**Phone Number:** (916) 323-1544  
**FAX #:** (916) 322-3257

**Years of State Service:** 25

**Years in Data Processing:** 24

**Expertise:** Project management, Administration support, Management, Application maintenance, Supervision, and Total Quality Management.

**Valuable Training:** I found the presentation skills and writing class (especially the team building aspect) the most useful.

**Enjoyed Most:** Developing relationships, sharing knowledge and experience with other information technology professionals.

**Experience regarding DPMA:** Overall, I found the networking, class project, and off-site most valuable.





# Data Processing Manager's Academy IV

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**Name:** Melinda Gibson  
**Civil Service Classification:** Data Processing Manager I  
**Job Title:** Chief, Technology Support Section  
**Department:** Corrections  
**Address:** 1515 S Street, Room 212-N  
**PROFS ID:** CORR(MGIBSON)  
**Phone Number:** (916) 322-6060  
**FAX #:** (916) 445-0869

**Years of State Service:** 19 years

**Years in Data Processing:** 14 years

**Expertise:** Administration support, management, and apprenticeship - programmer.

**Valuable Training:** The ethics segment at our off-site at Napa along with the overall executive involvement was most valuable to me.

**Enjoyed Most:** Establishing a network of peers throughout the state and sharing common problems, issues and concerns with information technology in state government was what I have enjoyed the most.

**Experience regarding DPMA:** My experience in the Data Processing Manager's Academy was very positive. I saw and experienced professional leadership in action. The training curriculum was excellent and all staff involved in the program were supportive and caring -- they believe in what they're doing and it shows! I benefited directly and look forward to attending the advanced academy as well.

**Personal Quote-Academy related:** "When I think of 'value-added' training, I think of the DPMA!"



**Name:** Patty Grant  
**Civil Service Classification:** Staff Information Systems Analyst (Sup)  
**Job Title:** Office Automation Manager  
**Department:** Water Resources Control Board  
**Address:** 901 P Street, Sacramento, CA 95814  
**PROFS ID:** TSA1(WBPAG)  
**Phone Number:** (916) 657-1391  
**FAX #:** (916) 657-1812

**Years of State Service:** 28

**Years in Data Processing:** 24

**Expertise:** Project Management

**Valuable Training:** The strategic planning training session gave me a new perspective on information technology planning.

**Enjoyed Most:** I enjoyed getting to know many "bright" individuals and having the opportunity to get reacquainted with several managers that I previously knew. It was quite an experience to work with a large group of individuals who could easily make decisions and come to group consensus.

**Experience regarding DPMA:** I really enjoyed having the opportunity to be involved in the DPMA.

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**Name:** William S. Grigsby  
**Civil Service Classification:** Staff Programmer Analyst (Supervisory)  
**Job Title:** IMS Supervisor  
**Department:** Department of Personnel Administration  
**Address:** 1515 S Street, No. Bldg., Suite 400 N  
Sacramento, CA 95814  
**PROFS ID:** TS1(DPWSG)  
**Phone Number:** (916) 324-8544  
**FAX #:** (916) 327-0568



**Years of State Service:** 5 years

**Years in Data Processing:** 26 years

**Expertise:** Local area networks, project management, technical support, administration support, management, computer operations, data communications, application maintenance, supervision, hardware/software testing & installation.

**Valuable Training:** Good for networking. For people coming from outside of state service, it was a repeat of previous training. Good for people with specialized job experience.

**Enjoyed Most:** Interesting people.

**Experience regarding DPMA:** Sponsors ran class as supervisors. Experience was less than expected because of content and structure. Looking for more intensive instruction and project management session which was dropped. Too formal.

**Name:** James Johnson  
**Civil Service Classification:** Data Processing Manager I  
**Job Title:** Supervisor Applications Development  
**Department:** Board of Equalization  
**Address:** 450 N St, Sacramento CA 95814  
**PROFS ID:** Q1MD015  
**Phone Number:** (916) 444-1859



**Years of State Service:** 13

**Years in Data Processing:** 25

**Expertise:** Project Management, Management, Application Maintenance

**Valuable Training:** I gained the most from the training to bolster my presentation skills. In addition, the off-site was a valuable experience.

**Enjoyed Most:** I enjoyed the networking and ongoing relations with my class members.

**Experience regarding DPMA:** Overall, I had a rewarding educational and social experience. The class project was very big and resulted in some frustrations. However, the benefit was that it was accomplished and there were good feelings after it was well-received at the GTC.





# Data Processing Manager's Academy IV

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**Name:** Garret Kawelo  
**Civil Service Classification:** Data Processing Manager II  
**Job Title:** Manager of Technical Services Support  
**Department:** Motor Vehicles  
**Address:** 2415 1st Ave, Sacramento CA 95820  
**PROFS ID:** TS1A(MWGKK)  
**Phone Number:** (916) 657-8347  
**FAX #:** (916) 657-5648

**Years of State Service:** 20

**Years in Data Processing:** 20

**Expertise:** Project Management, Technical Support, Administration Support, Management, Computer Operations, Supervision, Hardware/Software Installation & Testing

**Valuable Training:** The most valuable sessions for me were the VanWrite and the Strategic Planning classes.

**Enjoyed Most:** I enjoyed the group exercises when we would get together and complete an assignment in class. I liked that the academy members were focused, yet open-minded with neither turf to protect nor obstacles to overcome.

**Experience regarding DPMA:** The biggest thing was the feeling you could get things accomplished. All academy members brought different ideas and backgrounds into the class project. I was able to learn a lot through their experiences.

**Personal Quote-Academy related:** Do what you got to do.



**Name:** Lee Allen Kercher  
**Civil Service Classification:** Data Processing Manager III  
**Job Title:** Network Planning & Service Manager  
**Department:** Teale Data Center  
**Address:** 2005 Evergreen St, Sacramento CA 95814  
**PROFS ID:** OPLEE DC  
**Phone Number:** (916) 263-1728  
**FAX #:** (916) 263-1345

**Years of State Service:** 15

**Years in Data Processing:** 13

**Expertise:** Data Communications and Networking

**Valuable Training:** The exposure to some of the decision leaders in government, such as who are they and what do they think, was of most value to me. I also enjoyed getting the executive perspective, as opposed to the management perspective.

**Enjoyed Most:** I enjoyed working with my peers.

**Experience regarding DPMA:** My experience was very good. It was different than what I expected. I did think some of the training focus was weak in that I expected higher-level subjects than just basic writing and speaking.

**Personal Quote-Academy related:** Knowing the executive perspective can help.

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**Name:** Jerry Knedel  
**Civil Service Classification:** Data Processing Manager III  
**Department:** Teale Data Center  
**Address:** 2005 Evergreen St, Sacramento CA 95814  
**PROFS ID:** SYSC70  
**Phone Number:** (916) 263-1718  
**FAX #:** (916) 263-1346

**Years of State Service:** 21

**Years in Data Processing:** 17

**Expertise:** Technical Support, Management, Security Integrity, Operational Recovery/Business Resumption



**Valuable Training:** The course content was not unique in and of itself. The specific sessions attended can and should be tailored to the specific needs of the State with a static core. It isn't suited for training people to be data processing executives. The class agenda should include ethics, mentorship, more managers, and sponsor daily issues and concerns.

**Enjoyed Most:** I enjoyed the manager and sponsor testimonials, daily issues, and experiences. This approach was closer to the mentor and prep for me.

**Experience regarding DPMA:** The academy was very helpful for me and the personal time was well spent even though I spent more of my own time than State time. I was concerned that some individuals were not willing to do the same. I was looking for more "obvious" support from the data processing executive community than just behind the scenes. The specialty sessions should be offered to graduates, similar to the Executive Institute, but at a lower, local level.

**Personal Quote-Academy related:** As business and organizations evolve, so must the training and development vehicles. The DPMA is such a vehicle.

**Name:** Jolienne Lee  
**Civil Service Classification:** Data Processing Manager II  
**Job Title:** Senior Data Processing Analyst  
**Department:** Finance  
**Address:** 915 L St, Sacramento CA 95814  
**PROFS ID:** CF1(FIJLEE)  
**Phone Number:** (916) 322-2985 Ext 71  
**FAX #:** (916) 327-0220

**Years of State Service:** 20

**Years in Data Processing:** 20

**Expertise:** Project Management, Administration Support, Management, Application Maintenance, Supervision, Risk Analysis, Project Evaluation



**Valuable Training:** The classes of most value to me were the Presentation Skills class and the negotiations class. The off-site session was most valuable in that it brought together skills from all previous training sessions and also allowed us to interact with executive management.

**Enjoyed Most:** I enjoyed the opportunity to network with my peers and class managers.

**Experience regarding DPMA:** Mine was a valuable learning experience and an excellent resource tool.



# Data Processing Manager's Academy IV

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**Name:** Vickie Navarro  
**Civil Service Classification:** Data Processing Manager III  
**Job Title:** Manager of Information Services Section  
**Department:** Legislative Data Center  
**Address:** 1100 J Street, Suite 200  
**PROFS ID:** LSI(VNAVARRO)  
**Phone Number:** 445-4965  
**FAX #:** 327-3392

**Years of State Service:** 18

**Years in Data Processing:** 14

**Expertise:** Telecommunications, Local Area Networks, Project Management, Technical Support, Data Communications, Hardware/Software Installation and Testing

**Valuable Training:** The off site in Napa. The networking was extremely valuable, and this program opened my eyes to a higher level. This prepared me for obtaining a position at a higher classification.

**Enjoyed Most:** Networking with other DP professionals.

**Experience regarding DPMA:** Being involved with other DP professionals provided me with insight to new management techniques. The academy enhanced my ability to function as part of a team, and to get involved to share ideas and skills.



**Name:** Rick Rodda  
**Civil Service Classification:** Data Processing Manager I  
**Job Title:** Meds Test Unit & Project Leader  
**Department:** Health Services  
**Address:** 744 P Street, Room 1108  
**PROFS ID:** HW1(RRODDA)  
**Phone Number:** 657-0609  
**FAX #:** 657-1196

**Years of State Service:** 27

**Years in Data Processing:** 27

**Expertise:** Testing methodologies, recruitment and exams.

**Valuable Training:** Best training since started State service. Offsite (How to get from here to there) was best part.

**Enjoyed Most:** Helped personal development by stretching me; getting to know some of the individuals, finding out what goes on in other departments.

**Experience regarding DPMA:** Very positive, most productive and valuable training ever for me. Extremely worthwhile, was glad was a participant; benefited from the class, good timing.

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**Name:** Rick Sheldon  
**Civil Service Classification:** Data Processing Manager I  
**Job Title:** Manager of Engineering Applications  
**Department:** Water Resources  
**Address:** 1416 9th Street, Room 1148  
**Phone Number:** 653-7123  
**FAX #:** 653-5657

**Years of State Service:** 6

**Years in Data Processing:** 20

**Expertise:** Project Management, CASE Tools, UNIX, Ingress, PC databases, Client/Server applications, Strategic Planning, Applications Development with Relational DMBS in UNIX platform.

**Valuable Training:** Strategic Planning class.

**Enjoyed Most:** Met a lot of good people with diverse backgrounds.

**Experience regarding DPMA:** Very good but didn't get to go to Granlibakken.



**Name:** Ronald Sullivan  
**Civil Service Classification:** Data Processing Manager I  
**Job Title:** Manager, Application Development  
**Department:** Housing and Community Development  
**Address:** 1800 Third Street, Room 340, Sacramento 95814  
**PROFS ID:** TS1(CDRSULL)  
**Phone Number:** 324-9770

**Years of State Service:** 18

**Years in Data Processing:** 15

**Expertise:** Local Area Networks, Project Management, Data Communications, Application Maintenance, Hardware/Software Installation and Testing, Client/Server.

**Valuable Training:** Opportunity to work with other State DP and class managers/sponsors.

**Enjoyed Most:** The offsite at Napa.

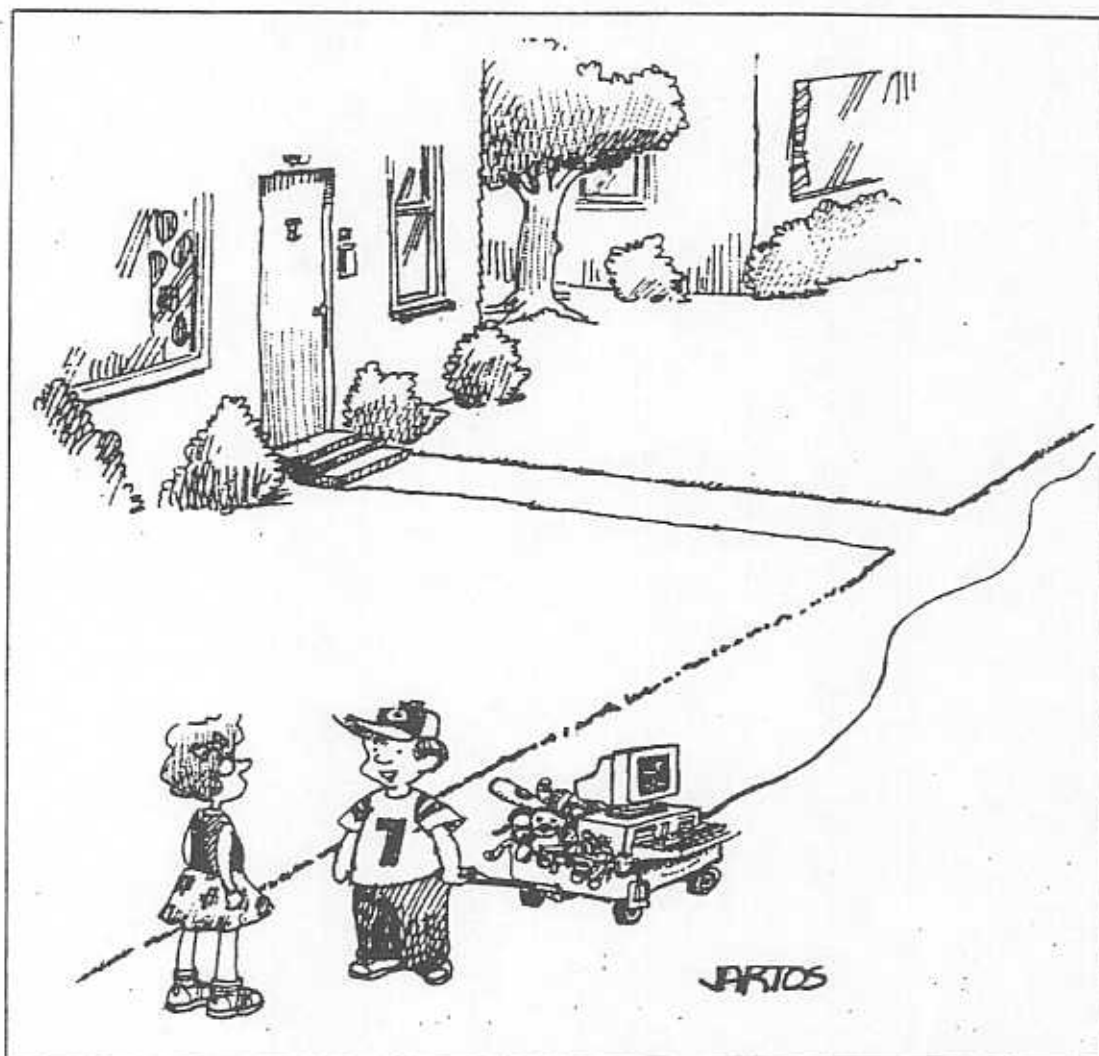
**Experience regarding DPMA:** Opportunity to learn more about State DP; working with senior staff; the people involved.







# Data Processing Manager's Academy V



*"I'm running away from home."*



**Name:** Gary Arstein-Kerslake  
**Civil Service Classification:** Data Processing Manager II  
**Job Title:** Chief, Information Management Branch  
**Department:** Integrated Waste Management Board  
**Address:** 8800 Cal Center Drive  
Sacramento, CA 95826  
**PROFS ID:** TS1A(SWGARST)  
**Internet:** GARSTEIN @ POIMB.CIWMB.CA.GOV  
**Phone Number:** (916) 255-2275  
**FAX #:** (916) 255-1102

**Years of State Service:** 11  
**Years in Data Processing:** 7

**Expertise:** CASE Tools, Automated Operations, Project Assessment & Planning, Feasibility Study Process.



**Valuable Training:** I felt the Granlibakken training sessions were the most valuable with regard to the information conveyed. From a practical perspective the Van Write training sessions were helpful.

**Enjoyed Most:** I really enjoyed getting to know my fellow DPMA members and working with them on projects.

**Experience regarding DPMA:** Very favorable. It provides some very effective training to buttress areas where some Data Processing Managers may be lacking, and it really strengthens the fellowship among members of the Data Processing Management community.

**Personal Quote:** As a result of working on our Granlibakken project, I gained a whole new understanding of the term "stakeholder". Depending upon the project, it may be used interchangeably to refer to the project participants or BBQ chefs...Bon appetit!

**Name:** Donna Bays  
**Civil Service Classification:** Staff Programmer Analyst (Spec.)  
**Department:** Department of Social Services  
**Address:** 744 P Street, MS19-59, Sacramento, CA 95814  
**PROFS ID:** HW1(DBAYS)  
**Phone Number:** (916) 445-5261  
**FAX #:** (916) 445-2659

**Years of State Service:** 23  
**Years in Data Processing:** 21

**Expertise:** Local Area Networks and Project Management.

**Valuable Training:** The off-site session at Granlibakken provided good information about what's going on in State Government as well as the opportunity to work closely with my classmates. The Van Write class taught me very practical skills which I use often.

**Enjoyed Most:** I enjoyed the new friendships and new professional contacts with classmates, managers, and sponsors. It was also reassuring to find that others have some of the same ideas and principals that I have.

**Experience regarding DPMA:** I have expanded my view of how the state works and what is going on in other departments. The class project provided a sense of accomplishment. I've learned new skills and gained knowledge which have increase my self-confidence.







# Data Processing Manager's Academy V

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**Name:** Ron Blackston  
**Civil Service Classification:** Data Processing Manager II  
**Job Title:** Manager, Systems Analysis Unit  
**Department:** Department of Justice  
**Address:** 4949 Broadway, Room J237, Sacramento, CA 95820  
**Phone Number:** (916) 227-3056  
**FAX #:** (916) 227-3128

**Years of State Service:** 27

**Years in Data Processing:** 27

**Expertise:** Project Management, Technical Support, Administration Support, Management, Application Maintenance, Supervision, and Hardware/Software Installation and Testing.

**Valuable Training:** The training sessions facilitated my learning about the wide range of experiences of my classmates in relation to the various training seminars.

**Enjoyed Most:** Getting to know, make contact and develop friendships with so many managers from other state agencies.

**Experience regarding DPMA:** Very worthwhile and enjoyable with just the right amount of frustration and pressure.

**Personal Quote:** The kind of fun and frustration with pressure ALL state managers should experience. They would be better managers after the experience.



**Name:** Russell Farr  
**Civil Service Classification:** Staff Programmer Analyst (Sup)  
**Department:** Rehabilitation  
**Address:** 830 K St, Room 401, Sacramento CA 95814  
**Phone Number:** (916) 327-7048

**Years of State Service:** 4

**Years in Data Processing:** 26

**Expertise:** Project Management, Computer Operations, Applications Maintenance, Supervision

**Valuable Training:** The writing class improved my communications skills. Also, the Granlibakken off-site was valuable to me personally because my network increased by meeting influential State managers.

**Enjoyed Most:** I enjoyed the networking and sharing of ideas among my class members.

**Experience regarding DPMA:** My experience with the DPMA is positive. However, I thought the Media Presentations class would be more valuable if it included making presentations.

**Personal Quote:** I like Steve Kolodney's statement "In the 90's we need to change our way of doing business from vertical to horizontal thinking."

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**Name:** Penny Fink  
**Civil Service Classification:** Systems Software Specialist II (Supervisory)  
**Job Title:** Data Processing Manager  
**Department:** Department of Health Services  
**Address:** 2151 Berkeley Way, Annex 4  
Berkeley, CA 94704  
**PROFS ID:** HW1(PFINK)  
**Phone Number:** (510) 540-2091  
**FAX #:** (510) 540-2966

**Years of State Service:** 4  
**Years in Data Processing:** 30

**Expertise:** Technical support, computer operations, application maintenance, supervision, hardware/software installation & testing, Data General computers. Maintaining a "single project" dedicated computer center.

**Valuable Training:** The off-site training at Granlibakken because it pertained directly to state experience(s).

**Enjoyed Most:** Definitely not the commute from Berkeley! Participating in discussions and sharing training with such a high level, motivated, effective and competent group of people.

**Experience regarding DPMA:** I have gained in maturity from the participation - both from the subject matter of the training and from the forum of discussions. The course contents were excellent, but, I would like to see more courses related to "how to get things done in the State".

**Personal Quote:** Definitely worth the drive from Berkeley, but I missed a lot by not being able to participate in class project meetings.

**Name:** Melody Hayes  
**Civil Service Classification:** Data Processing Manager I  
**Job Title:** Manager of Application Development  
**Department:** Department of Mental Health  
**Address:** 1600 9th Street, Room 130, Sacramento, CA 95814  
**PROFS ID:** HW1(MHAYES)  
**Phone Number:** (916) 654-6181  
**FAX #:** (916) 654-2804

**Years of State Service:** 11  
**Years in Data Processing:** 10

**Expertise:** Project Management, administration support, management, application maintenance, and supervision.

**Valuable Training:** The VanWrite Writing Class was most valuable to my job. The off-site at Granlibakken was the most valuable to me because of the team building experience.

**Enjoyed Most:** The opportunity to meet other Data Processing professionals and discuss common problems we all share. Also, the chance to meet high level state executives in a casual setting and to be able to talk to them in a non-threatening environment.

**Experience regarding DPMA:** Very positive. I've made some new friends that I plan to keep after the academy is done. I've learned that we all have similar work problems and it helped to be able to discuss them with other academy members.

**Personal Quote:** The academy - shaping today's managers to become tomorrow's leaders.





# Data Processing Manager's Academy V

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**Name:** Alice Jones  
**Civil Service Classification:** Staff Programmer Analyst (Sup)  
**Job Title:** Account Manager  
**Department:** General Services  
**Address:** 1500 5th St, Room 116, Sacramento CA 95814  
**PROFS ID:** TS1(GSPROAJ)  
**Phone Number:** (916) 324-6528  
**FAX #:** (916) 445-7791

**Years of State Service:** 19

**Years in Data Processing:** 19

**Expertise:** Project Management, Management, Application Maintenance, Supervision, Needs Analysis, Structured Analysis, RAD/JAD Analysis & Management

**Valuable Training:** Of most value has been meeting the different managers. However, the Media Presentations class gave me many insights that I will use, especially in crisis management situations.

**Enjoyed Most:** I enjoyed meeting the people. I also liked the interviews we did for our class project. Each person had a valuable point of view from which I could learn.

**Experience regarding DPMA:** My experience has been very positive. I gained a perspective on my role within the State of California which would have been difficult to achieve outside of the DPMA context.

**Personal Quote-Academy related:** Good management is the cornerstone of good government.



**Name:** Peggy Jordan  
**Civil Service Classification:** Data Processing Manager I  
**Job Title:** Manager of PC Support Services  
**Department:** Justice  
**Address:** 4949 Broadway, Room J251, Sacramento CA 95820  
**Phone Number:** (916) 227-3105  
**FAX #:** (916) 227-3128

**Years of State Service:** 34

**Years in Data Processing:** 34

**Expertise:** Local Area Networks, Project Management, Management, Supervision, Hardware/Software Installation & Testing

**Valuable Training:** I enjoyed the report writing class which included the mind mapping of information. Of most value was the interaction and information sharing with other State managers.

**Enjoyed Most:** I most enjoyed the information shared and provided by the various speakers, class managers, and participants in the various training and class projects.

**Experience regarding DPMA:** The academy was a great learning experience -- and fun!

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**Name:** Kenneth King  
**Civil Service Classification:** Data Processing Manager II  
**Job Title:** Manager of Production Services Group  
**Department:** Employment Development Department  
**Address:** 800 Capitol Mall, MIC 58-2, Sacramento CA 95814  
**PROFS ID:** KKing  
**Phone Number:** (916) 654-7095

**Years of State Service:** 26

**Years in Data Processing:** 6

**Expertise:** Technical Support, Supervision, Data Guidance

**Valuable Training:** The VanWrite training was the most valuable. It provided some specific tools and techniques I use to improve my writing and to help staff improve their writing.

**Enjoyed Most:** I enjoyed learning about the issues and solutions of other departments.

**Experience regarding DPMA:** My experience was very broadening.

**Personal Quote:** The academy really helped me clarify my career goals. That, and the contacts I've made, are well worth the time it requires.



**Name:** Richard Klutz  
**Civil Service Classification:** Data Processing Manager II  
**Job Title:** Manager of Technical Support Group  
**Department:** California Highway Patrol  
**Address:** 2200 X St, Suite 220  
Sacramento CA 95818  
**Phone Number:** (916) 445-2000  
**FAX #:** (916) 455-1329

**Years of State Service:** 15

**Years in Data Processing:** 16

**Expertise:** Project Management, Technical Support, Management, CASE Tools

**Valuable Training:** I value most the Granlibakken off-site where we worked closely with other academy members. The whole session was valuable because we got to talk about other job experiences, etc.

**Enjoyed Most:** I enjoyed the broad range of subjects/topics covered by the various sessions. I also enjoyed exchanging ideas with academy participants from other departments.

**Experience regarding DPMA:** My experience was very positive. However, the time required outside of class time, especially for the class project, can be very heavy at times.





# Data Processing Manager's Academy V

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**Name:** George Lembi  
**Civil Service Classification:** Senior Programmer Analyst (Sup)  
**Job Title:** Manager of Project Information Unit  
**Department:** Corrections  
**Address:** 1515 S St, Sacramento CA 95814  
**Phone Number:** (916) 322-9065  
**FAX #:** (916) 445-0869

**Years of State Service:** 14

**Years in Data Processing:** 13

**Expertise:** Project Initiation, Feasibility Studies, SDLC Methodology

**Valuable Training:** Of most value to me was the writing class and getting to know other data processing managers.

**Enjoyed Most:** I enjoyed the Granlibakken off-site sessions.

**Experience regarding DPMA:** The DPMA has enhanced my sense of professionalism regarding my work.

**Personal Quote:** Because of the academy, I have gained a sense of camaraderie with data processing managers from other State departments for the first time in my career.



**Name:** Donna Ramel Lum  
**Civil Service Classification:** Data Processing Manager II  
**Job Title:** Chief, Office of Information Management  
**Department:** Department of Toxic Substances Control  
**Address:** 400 P Street, Fourth Floor, Sacramento, CA 95814  
**PROFS ID:** HW1(DLUM)  
**Phone Number:** (916) 324-7428  
**FAX #:** (916) 324-1788

**Years of State Service:** 9

**Years in Data Processing:** 7

**Expertise:** Project Management, Administrative Support, and Application Maintenance

**Valuable Training:** The VanWrite, Strategic Planning, and Granlibakken training sessions were very valuable to me. Written communications and strategic planning are essential to the success of a data processing manager.

**Enjoyed Most:** I really enjoyed having the opportunity to meet and work with all of the DPMA V members and class sponsors. The Granlibakken training sessions allowed us to interact with each other much closer and the presentations were invaluable.

**Experience regarding DPMA:** My experience with the DPMA V was very favorable. Having had the opportunity to work closely with data processing managers from other departments has made me realize that many of the issues related to information technology that I am dealing with are not unique to my department.

**Personal Quote-Academy related:** The commitment and support that many of the State's top Executives have provided to the DPMA is key to the success of future IT Executives.

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**Name:** Lowell McPherson  
**Civil Service Classification:** Data Processing Manager I  
**Job Title:** IS Operations Manager  
**Department:** State Teachers' Retirement System  
**Address:** 7667 Folsom Boulevard, Sacramento 95826  
**PROFS ID:** TS1 (STLDM)  
**Phone Number:** 387-3642  
**FAX #:** 387-3777

**Years of State Service:** 3

**Years in Data Processing:** 15

**Expertise:** Telecommunications, Local Area Networks, Project Management, Technical Support, Administration Support, Management, Computer Operations, Data Communications, CASE Tools, Application Maintenance, Supervision, Hardware/Software Installation and Testing. Have always been in a position that required me to be a Jack-of-All Trades.



**Valuable Training:** It was all great. The value of DPMA is that it provides a complete set of training.

**Enjoyed Most:** Getting to know other managers.

**Experience regarding DPMA:** Great

**Name:** Robin Meriano  
**Civil Service Classification:** Data Processing Manager  
**Job Title:** Quality Advisor  
**Department:** State Controller's Office  
**Address:** 300 Capitol Mall  
**PROFS ID:** CO1 (PSRAM)  
**Phone Number:** 322-1115  
**FAX #:** 323-4969

**Years of State Service:** 15

**Years in Data Processing:** 13

**Expertise:** Project Management, Management, Application Maintenance, Supervision, TQM.



**Valuable Training:** The off site showed me a different side to management. Instead of fighting against executives you work with them. You both want the same thing. This includes the control agencies.

**Enjoyed Most:** The new friends and contacts. The teaming with others from other departments.

**Experience regarding DPMA:** So far it has been bitter-sweet. It takes much effort and time to do the projects and yet I now have contacts and friends in other departments.

**Personal Quote:** The academy leaves you with friendships and experiences you cherish always.





# Data Processing Manager's Academy V

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**Name:** Ardeana Ota  
**Civil Service Classification:** Data Processing Manager I  
**Job Title:** Application Production Support Manager  
**Department:** CALTRANS  
**Address:** 1120 N Street, Sacramento  
**PROFS ID:** TR1 (ARDEANA)  
**Phone Number:** (916) 657-5307  
**FAX #:** (916) 654-4846

**Years of State Service:** 17

**Years in Data Processing:** 15

**Expertise:** Computer Operations, Application Maintenance, Supervision.  
Production application processing standards.

**Valuable Training:** I enjoyed the VAN WRITE class because it was something you could use immediately. The off site was very informative on what the various departments roles were in the state process as a whole.

**Enjoyed Most:** I enjoyed getting to know other DP managers. It's interesting to see the different roles that other managers have in their organization.

**Experience regarding DPMA:** The networking with other DP managers was the best benefit of all. The chance to work on a class project with people who were motivated and enthusiastic was a great experience.



**Name:** Champ Overholt  
**Civil Service Classification:** Data Processing Manager I  
**Job Title:** ISB Manager  
**Department:** Consumer Affairs  
**Address:** 400 R Street, Sacramento  
**Phone Number:** 323-7025  
**FAX #:** 323-7028

**Years of State Service:** 24

**Years in Data Processing:** 24

**Expertise:** Management and Application Project Management

**Valuable Training:** Most valuable - getting to work with other DP state workers. Most valuable to me, VAN WRITE.

**Enjoyed Most:** Sharing ideas and problems with other classmates.

**Experience regarding DPMA:** Gives one a better perspective of DP issues facing the state.

**Personal Quote-Academy related:** Sometimes it is hard to change error, but with patience and persistence, we can succeed.

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**Name:** George Papailias  
**Civil Service Classification:** Data Processing Manager II  
**Job Title:** Application Manager  
**Department:** State Controller's Office  
**Address:** 300 Capitol Mall  
**Phone Number:** 324-7279  
**FAX #:** 323-4969

**Years of State Service:** 20

**Years in Data Processing:** 20

**Expertise:** Project Management, Management, Application Maintenance, Supervision, Application Development

**Valuable Training:** Overall, I think going through a training curriculum with my peers was most valuable. It gave us a chance to look at our interests from different perspectives and brought us all together to focus on a shared challenge.

**Enjoyed Most:** The off site, most definitely. The material presented, the relationships developed, and the overall learning experience will last me a lifetime.

**Experience regarding DPMA:** Valuable and frustrating. Valuable in the sense that any learning experience can be of great benefit to anyone willing to grow. Frustrating because there never seemed to be enough time to devote to the class project.



**Name:** Judy Riley  
**Civil Service Classification:** Senior Programmer Analyst (Supervisor)  
**Job Title:** Manager, Information Systems Section  
**Department:** Secretary of State  
**Address:** 1230 J Street, Suite 243  
**PROFS ID:** TS1A(SSJUD)  
**Phone Number:** 322-0420

**Years of State Service:** 20

**Years in Data Processing:** 14

**Expertise:** Telecommunications, Project Management, Technical Support, Management, Supervision

**Valuable Training:** VanWrite

**Enjoyed Most:** Networking

**Experience regarding DPMA:** Positive experience. Enriching.





# Data Processing Manager's Academy V

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**Name:** Patricia C. Santillanes  
**Civil Service Classification:** Data Processing Manager I  
**Job Title:** Manager of End-User Computing  
**Department:** PERS  
**Address:** 400 P Street  
**PROFS ID:** PA3(PA240)  
**Phone Number:** 326-3204  
**FAX #:** 326-3884

**Years of State Service:** 21

**Years in Data Processing:** 6

**Expertise:** Technical Support, Administration Support, Management, Hardware/Software Installation and Testing. PC software training on Word Perfect, Windows, Lotus, PROFs or Officevision. Acquisition, policies and procedures.

**Valuable Training:** "How do we get from here to there?" The speakers were all very knowledgeable and it was an impressive three days. I especially found the segment on "Ethics for the rest of us" valuable.

**Enjoyed Most:** The Academy was a year-long journey in my career that I enjoyed much personal and professional growth. I especially enjoyed all the new acquaintances that I made as a result.

**Experience regarding DPMA:** The Academy provided me with insight about my professional self and how I interact with others. It was a most worthwhile experience, giving me confidence and new skills as a manager. The experience will be with me for years ahead as I try to exact my contribution in the workplace.



**Name:** Tom Smith  
**Civil Service Classification:** Data Processing Manager II  
**Job Title:** Administration Systems Group Manager  
**Department:** Employment Development Department  
**Address:** 800 Capitol Mall, Room 1100  
**PROFS ID:** HW1(TSMITH)  
**Phone Number:** 654-8417  
**FAX #:** 654-9000

**Years of State Service:** 20

**Years in Data Processing:** 11

**Expertise:** Application Maintenance, Project Charters.

**Valuable Training:** The writing class proved to be the most valuable in the sense that I use it most frequently.

**Enjoyed Most:** I enjoyed meeting and working with peers in other departments.

**Experience regarding DPMA:** While the training classes ranged from good to outstanding, the most valuable part of the academy was the opportunity to interact with some of the most influential people in the State DP community and talk to them informally about the thoughts behind the policies.

**Personal Quote-Academy related:** Fame is a vapor. Popularity is an accident. Money takes wings. All that remains is character.

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**Name:** Ron Troyer  
**Civil Service Classification:** Data Processing Manager I  
**Job Title:** Chief, Customer Support and Technology  
**Department:** Toxic Substances Control  
**Address:** 400 P Street, 4th Floor, Sacramento 94814  
**PROFS ID:** HW1(RTROYER)  
**Phone Number:** (916) 445-9547  
**FAX #:** (916) 324-1788

**Years of State Service:** 6

**Years in Data Processing:** 12

**Expertise:** PC/LAN Support, Application Development, FSRs, Strategic Planning, EDP Procurement, SAM IT Regulations.

**Valuable Training:** Public Speaking

**Enjoyed Most:** VanWrite

**Experience regarding DPMA:** Very rewarding, I enjoyed working with the other Academy members in the classes and on our project.

**Personal Quote-Academy related:** With the State's enormous investment in information technology infrastructure and staff, our department's investment in the DPMA will be repaid through managers with the necessary skills to guide the State into the future.



**Name:** Micheal A. Wagner  
**Civil Service Classification:** Senior Programmer Analyst (Spec)  
**Department:** Franchise Tax Board  
**Address:** P.O. Box 942867, Unit 222  
**PROFS ID:** W9573(EMCFTB)  
**Phone Number:** 369-3427  
**FAX #:** 854-6066

**Years of State Service:** 25

**Years in Data Processing:** 25

**Expertise:** Project Management, Application Maintenance, Alternative Procurement Process

**Valuable Training:** The VanWrite class. Most valuable was interaction at the offsite.

**Enjoyed Most:** Opportunity to discuss issues with class, sponsors, and speakers

**Experience regarding DPMA:** Very informative and eye opening; a must for any DP manager wanting to understand the big picture.





# Data Processing Manager's Academy V

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**Name:** Janice Walker  
**Civil Service Classification:** Data Processing Manager II  
**Job Title:** Group Manager  
**Department:** Employment Development Department  
**Address:** 800 Capital Mall MIC 79-2W  
**PROFS ID:** JWALKER  
**Phone Number:** 654-7339  
**FAX #:** 654-9000

**Years of State Service:** 28

**Years in Data Processing:** 7

**Expertise:** Project Management, CASE, Supervision Management, Data Conversion Guidelines, Total Quality Management.

**Valuable Training:** Offsite. Gain from various perspectives of team, managers, and sponsors.

**Enjoyed Most:** Networking, gaining knowledge on ways organizations operate.

**Experience regarding DPMA:** Opportunity to refresh management skills, excellent reminder of things I need to try again.

**Personal Quote-Academy related:** Enjoy the time and networking opportunities, don't let your job distract you from this time if possible.



**Name:** Eleanor Wehe  
**Civil Service Classification:** Data Processing Manager I  
**Job Title:** Driver's License Application Development Manager  
**Department:** Motor Vehicles  
**Address:** 2415 1st Ave.  
**PROFS ID:** TS1A(MWECW)  
**Phone Number:** 657-5739  
**FAX #:** 657-5648

**Years of State Service:** 25

**Years in Data Processing:** 15

**Expertise:** Computer operations, supervision/management

**Valuable Training:** Networking, understanding how other departments use DP managers.

**Enjoyed Most:** Meeting other managers, working with them on committees.

**Experience regarding DPMA:** Very beneficial, got something from all the classes. Especially enjoyed off-site control agency speakers. Networking with peers has given me many new or different perspectives

**Personal Quote-Academy related:** If you made the commitment, stick to it!

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## Class Sponsors



Elaine Vann  
Forestry



Linda Roth  
Franchise Tax Board



Steve Howe  
Social Services





# SEEP Staff

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Karen Jackson  
Manager



Susie Ambrosini  
Registrar



Valerie Bothun  
Administrative Assistant

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Cheryl Barquest	II	Debbie Leibrock	II
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# Data Processing Manager's Academy

Business and Systems Analysis	Academy	Contracts	Academy
Sheri Hofer	I	Allen Wildermuth	I
Business Assessment		Denny Smith	III
Ron Rabun	III	Frank Napolillo	I
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Capacity Planning		Sally Thibodeaux	I
Roseanna Torretto	III	Customer Service	
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Nasser Azimi	IV	Lewis Wakefield	IV
Patricia Touhey	III	Lowell Mcpherson	V
Richard Klutz	V	Mike Cuccia	III
Rick Sheldon	IV	Nick Dedier	I
Steve Huff	II	Prudence Kantz	I
Vicky Wong	II	Richard Brandt	II
William Worden	I	Robert Clark	III
Client Liason		Ronald Sullivan	IV
Bonnie Johnson	II	Vickie Navarro	IV
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Ronald Sullivan	IV	Data General Computers	
Computer Operations		Penny Fink	V
Ardeana Ota	V	Data Guidance	
Bob Davalos	II	Kenneth King	V
Christopher Navarrete	I	Data Mapping	
Eleanor Wehe	V	Greg Thompson	III
Frances L. Bard	IV	Database Administration	
Garret Kawelo	IV	Kent E. Stodden	III
Gerald Carson	II	Lorraine Simmons	I
Jan Yokoi	II	Marilyn Kehlet	III
Jeanne Olenski	I	Richard Brandt	II
John Conner	IV	Database Development	
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Lowell Mcpherson	V	Database Environments	
Nick Dedier	I	Carol Meraji	II
Penny Fink	V	Detailed System Design	
Richard Brandt	II	Greg Thompson	III
Robert Clark	III	EDP Policy	
Ron Rabun	III	Sally Thibodeaux	I
Ronald Brauer	I	Electronic Funds Transfer	
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		Rick Rodda	IV
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Frank Werry	II	Bill Wensrich	III
Gary Arstein-Kerslake	V	Cheryl Barquest	II
George Lembi	V	Gail Overhouse	III
Kirby Fukushima	III	Gerald Carson	II
Phil Harvey	II	Gordon McGregor	I
Ron Troyer	V	Jan Yokoi	II
Roseanna Torretto	III	Jeanne Olenski	I
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Nancy Tosta	II	Joe Panora	II
Rhonda Campaigne	II	Lewis Wakefield	IV
Graphic Presentation (Power Point)		Lowell Mcpherson	V
Dawn Potts	III	Mel Rose	I
Hardware/Software Installation and Testing		Peggy Jordan	V
Robert Ryan	I	Prudence Kantz	I
Bill Saunders	II	Raymond Flissinger	I
Cheryl Barquest	II	Richard Brandt	II
Christopher Navarrete	I	Robert Clark	III
Garret Kawelo	IV	Ron Troyer	V
Gerald Carson	II	Ronald Brauer	I
Gordon McGregor	I	Ronald Sullivan	IV
Joan Osuna	II	Sheri Hofer	I
Lewis Wakefield	IV	Sherie Brubaker	II
Linda Sanford	I	Standards Sheri Hofer	I
Lowell Mcpherson	V	Steve Huff	II
Nick Dedier	I	Terry Burke	III
Patricia C. Santillanes	V	Tom Bourland	I
Peggy Jordan	V	Vickie Navarro	IV
Penny Fink	V	William S. Grigsby	IV
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# Data Processing Manager's Academy

Management (continued)	Academy	ORACLE	Academy
Jan Yokoi	II	Ron Mcpherson	II
Jeanne Olenski	I	William Worden	I
Jerry Knedel	IV	Outsourcing	
Jim Henderson	II	Claudette Gangler	II
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John 'Bob' Ferguson	III	PC Software Training On Word Perfect	
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Margie Lunderville	I	Patricia C. Santillanes	V
Melinda Gibson	IV	Presentation Techniques	
Melody Hayes	V	Teri Lynch	III
Nick Dedier	I	Procedures	
Patricia C. Santillanes	V	Ron Rabun	III
Peggy Jordan	V	Procurement	
Raymond Flissinger	I	Allen Wildermuth	I
Richard Brandt	II	Bill Banks	I
Richard Klutz	V	Claudette Gangler	II
Robert Austin	III	Jeanne Bickford	IV
Robert Ryan	I	Kirby Fukushima	III
Robin Meriano	V	Patricia C. Santillanes	V
Ron Blackston	V	Raymond Flissinger	I
Ron Nabity	III	Richard Tubbs	III
Ron Rabun	III	Ron Troyer	V
Ronald Brauer	I	Roseanna Torretto	III
Roscoe Williams	III	Production Application Processing Standards	
Sally Thibodeaux	I	Ardeana Ota	V
Sandra Lombella-Adams	I	PROFs	
Sharlene Christanson	II	Patricia C. Santillanes	V
Sherie Brubaker	II	Program Evaluation	
Steve Huff	II	Frances L. Bard	IV
Terry Burke	III	Programming	
William S. Grigsby	IV	Ronald Brauer	I
Marketing		Project Assessment and Planning	
Ron Rabun	III	Gary Arstein-Kerslake	V
Teri Lynch	III	Project Charters	
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Ed Burgess	I	Project Evaluation	
Micro-Processing Standards		Joliene Lee	IV
Claudette Gangler	II	Project Initiation	
Multi-Media		George Lembi	V
Teri Lynch	III	Ron Troyer	V
MVS Tuning		Project Management	
Roseanna Torretto	III	Alice Jones	V
Needs Analysis		Bill Banks	I
Alice Jones	V	Bill Saunders	II
Office of Information Technology Reporting		Bill Wensrich	III
Sheri Hofer	I	Bob Brewer	I
Officevision		"Bob" Sumner Burmeister	IV
Patricia C. Santillanes	V	Champ Overholt	V
Operational Recovery/Business Resumption		Cheryl Barquest	II
Jerry Knedel	IV	Dawn Potts	III
		Debbie Balaam	IV



Project Management (continued)	Academy	Quality Assurance	Academy
Debbie Leibrock	II	Claudette Gangler	II
Deborah Brady	II	Quality Management	
Denny Smith	III	Ed Burgess	I
Frances L. Bard	IV	RAD/JAD Analysis and Management	
Frank Napolillo	I	Alice Jones	V
Frank Werry	II	Recruitment	
Gail Overhouse	III	Jan Yokoi	II
Garret Kawelo	IV	Rick Rodda	IV
George Papailias	V	Relational Databases	
Greg Thompson	III	Vicky Wong	II
Heide Trimarchi	I	Resource Management	
James Johnson	IV	Joan Osuna	II
Jan Yokoi	II	Greg Thompson	III
Janice Walker	V	Reverse Engineering	
Jim Henderson	II	Marilyn Kehlet	III
Joan Osuna	II	Risk Analysis	
Joaquin Federico	I	Jolene Lee	IV
John 'Bob' Ferguson	III	SAM IT Regulations	
Jolene Lee	IV	Ron Troyer	V
Josetta Bull	III	SDLC Methodology	
Judy Riley	V	George Lembi	V
Kathy Devilbiss	IV	Security Integrity	
Kent E. Stodden	III	Jerry Knedel	IV
Kirby Fukushima	III	Security	
Lewis Wakefield	IV	Frank Werry	II
Linda Sanford	I	Rhonda Campaigne	II
Lorraine Simmons	I	Software Installation and Testing	
Lowell Mcpherson	V	Josetta Bull	III
Maggie White	IV	Staff Development	
Margie Lunderville	I	Joan Osuna	II
Marilyn Kehlet	III	Standards Development	
Melody Hayes	V	Debbie Leibrock	II
Micheal A. Wagner	V	Strategic Planning	
Nasser Azimi	IV	Cheryl Barquest	II
Nick Dedier	I	Ed Burgess	I
Patricia Touhey	III	Frank Napolillo	I
Peggy Jordan	V	Rick Sheldon	IV
Richard Brandt	II	Ron Rabun	III
Richard Klutz	V	Ron Troyer	V
Rick Sheldon	IV	Structured Analysis	
Robert Austin	III	Alice Jones	V
Robert Clark	III	Supervision	
Robert Ryan	I	Alice Jones	V
Robin Meriano	V	Ardeana Ota	V
Roger Baht	IV	Bob Brewer	I
Ron Blackston	V	Cheryl Barquest	II
Ron Nabity	III	Christopher Navarrete	I
Ron Rabun	III	Dawn Potts	III
Ronald Brauer	I	Debbie Balaam	IV
Ronald Sullivan	IV	Debbie Leibrock	II
Roscoe Williams	III	Eleanor Wehe	V
Russell Farr	V	Frances L. Bard	IV
Sally Thibodeaux	I	Frank Napolillo	I
Sharlene Christanson	II	Frank Werry	II
Sherie Brubaker	II	Gail Overhouse	III
Steve Huff	II	Garret Kawelo	IV
Terry Burke	III	George Papailias	V
Vic Becerril	IV	Gerald Carson	II
Vickie Navarro	IV	Heide Trimarchi	I
William S. Grigsby	IV	Janice Walker	V



# Data Processing Manager's Academy

Supervision (continued)	Academy	Technical Support (continued)	Academy
Jeanne Bickford	IV	Sharlene Christanson	II
Jeanne Olenski	I	Steve Huff	II
Jim Henderson	II	Terry Burke	III
Joan Osuna	II	Vickie Navarro	IV
Joe Panora	II	William S. Grigsby	IV
John 'Bob' Ferguson	III	Telecommunications	
Jolene Lee	IV	Bill Wensrich	III
Judy Riley	V	Christopher Navarrete	I
Kathy Devilbiss	IV	Frances L. Bard	IV
Kenneth King	V	Gerald Carson	II
Kent E. Stodden	III	Joe Panora	II
Linda Sanford	I	Judy Riley	V
Lowell Mcpherson	V	Lewis Wakefield	IV
Maggie White	IV	Linda Sanford	I
Margie Lunderville	I	Lowell Mcpherson	V
Melody Hayes	V	Mel Rose	I
Peggy Jordan	V	Mike Cuccia	III
Penny Fink	V	Nick Dedier	I
Robert Austin	III	Prudence Kantz	I
Robert Ryan	I	Richard Brandt	II
Robin Meriano	V	Robert Clark	III
Ron Blackston	V	Ronald Brauer	I
Ron Rabun	III	Tom Bourland	I
Russell Farr	V	Vickie Navarro	IV
Sally Thibodeaux	I	Telecommuting	
Sandra Lombella-Adams	I	Raymond Flissinger	I
Steve Huff	II	Testing Methodologies	
William S. Grigsby	IV	Rick Rodda	IV
Systems Analysis		Total Quality Management	
Kirby Fukushima	III	Kathy Devilbiss	IV
Sheri Hofer	I	Robin Meriano	V
Systems Design		Ron Rabun	III
Greg Thompson	III	Roseanna Torretto	III
Technical Support		Sandra Lombella-Adams	I
Bill Wensrich	III	Training	
"Bob" Sumner Burmeister	IV	Frances L. Bard	IV
Christopher Navarrete	I	Ron Mcpherson	II
Garret Kawelo	IV	Sharlene Christanson	II
Jerry Knedel	IV	UNIX	
Joan Osuna	II	Gail Overhouse	III
Joe Panora	II	Gordon McGregor	I
Judy Riley	V	Rick Sheldon	IV
Kenneth King	V	User Guides	
Kent E. Stodden	III	Marilyn Kehlet	III
Lewis Wakefield	IV	Voice and Telecommunication Networks	
Linda Sanford	I	Joe Panora	II
Lowell Mcpherson	V	Voice Help Desk	
Mel Rose	I	Joe Panora	II
Patricia C. Santillanes	V	Wide Area Networks	
Penny Fink	V	Bill Wensrich	III
Richard Brandt	II	Gordon McGregor	I
Richard Klutz	V	Linda Sanford	I
Robert Clark	III	Windows	
Robert Ryan	I	Patricia C. Santillanes	V
Ron Blackston	V		
Ron Rabun	III		
Ron Troyer	V		
Ronald Brauer	I		
Roseanna Torretto	III		



*Since we started our journey  
nearly a year has past.  
Our first expectations  
were varied and vast.*

*From numerous departments  
we assembled to share.  
Our backgrounds, experiences  
even some grey hair.*

*With mentors and sponsors  
and SEEP staff to guide us.  
Information was flowing  
as if on a high speed bus.*

*As we networked with others  
our management skills grew.  
We developed friendships  
and often a different view.*

*From our first day in VanWrite  
through our Granlibakken trip.  
To preparing for graduation  
it was all in our grip.*

*Now we come the end  
the end of our turn.  
But it's not so much an end  
as a chance to share what we may learn.*

RT